

## Volunteer Task Profile

### Ward Administrator

Background	Volunteer Ward Administrators are based within the In Patient Unit and play a key role in supporting the nursing team. Ward Administrators deal with visitors, phone calls and administrative duties, allowing our nursing team to give 100% attention to patients.
Role Title	Ward Administrator
Line Manager (job title)	In Patient Unit Manager
Other key volunteering relationships	In Patient Unit Registered Nurse on duty
You will need to be:	<ul style="list-style-type: none"><li>• Able to work within a team</li><li>• Able to work with minimal supervision</li><li>• Able to deal with sensitive situations</li></ul>
You will need to have (skills):	<ul style="list-style-type: none"><li>• Understanding of and ability to respect and maintain patient confidentiality</li><li>• Good telephone manner is essential as is the ability to deal with enquiries in a professional and calm manner</li><li>• Ability to work within a team</li><li>• Ability to work with minimal supervision</li><li>• Ability to deal with sensitive situations</li><li>• IT skills (word, excel, email)</li><li>• Office/Administrative experience is essential</li><li>• Flexible approach to work in order to deal with a fast paced environment</li></ul>
Qualifications, professional skills, and accreditations/memberships/registrations	N/A
Tasks include (but are not limited to):	<ul style="list-style-type: none"><li>• Daily handover from nurse in charge and/or Administrator/Receptionist</li><li>• Sensitive contact with patients and visitors</li><li>• Regular ordering of clinical supplies</li><li>• Liaising with General Office and kitchen to facilitate sharing of information</li><li>• Assist in requesting internal referrals</li><li>• Maintain adequate supplies of documentation</li><li>• Inputting of data</li><li>• Make and receive internal and external telephone calls and refer callers to appropriate staff</li><li>• Photocopy documentation including prescriptions</li><li>• Book patient transport</li><li>• Liaise with pharmacies and GP practices about prescriptions</li></ul>

	<ul style="list-style-type: none"> <li>• Facilitate patient feedback via distribution and collection of questionnaires</li> <li>• General administrative duties at the request of the clinical team</li> </ul>
Time commitment	Shifts are available seven days a week: 09.00 -13.00 and 13.00-1700
Disclosure required	Standard DBS
General Requirements	<p>This role would suit someone with prior knowledge and experience of a similar role, for example Ward Clerk, Medical Secretary/receptionist or similar, and who can work with minimal supervision.</p> <p>Willing to be in contact with patients at end of life</p> <p>Must be willing to attend induction and mandatory training</p> <p>Must comply with St Teresa's Hospice Policies and Procedures</p> <p>All volunteers are required to provide proof of ID and satisfactory references</p>
Driving Status	Not required