



StTeresa's
Hospice
Giving to life

Volunteer Ward Administrator

St Teresa's Hospice, Darlington is seeking volunteer applicants for Volunteer Ward Administrators to work in our Hospice within the Inpatient Unit.

Minimum commitment 4 hours per week

Multiple posts available

Organisation: St Teresa's Hospice (independent registered charity)

Quality care and genuine inclusion lie at the heart of hospice care and are an essential part of our service provision.

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.

The successful candidate will have:

- Understanding of and ability to respect and maintain patient confidentiality
- Good telephone manner is essential as is the ability to deal with enquiries in a professional and calm manner
- Ability to work within a team
- Ability to work with minimal supervision
- Ability to deal with sensitive situations
- IT skills (word, excel, email)
- Office/Administrative experience is essential
- Flexible approach to work in order to deal with a fast paced environment

The successful candidate will be:

- Able to work within a team
- Able to work with minimal supervision
- Able to deal with sensitive situations

Shifts are available seven days a week:

- 09.00 -13.00
- 13.00 – 17.00

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.

- Willing to be in contact with patients at end of life

Attendance at two day Induction required before commencing in role

Must be willing to attend mandatory training

Must comply with St Teresa's Hospice Policies and Procedures

All volunteers are required to provide proof of ID and satisfactory references

Please see the task profile for further details, which is available from our website at

<https://www.darlingtonhospice.org.uk/volunteer/>

Successful volunteer applicants are required to provide a standard disclosure check. Disclosure expense will be met by St Teresa's Hospice.

To apply:

You can download the application form at: <https://www.darlingtonhospice.org.uk/volunteer/>

Please submit your completed application form via post or by hand to **HR Dept, St Teresa's Hospice, The Woodlands, Woodland Road, Darlington, DL3 7UA**, or by email to hr@darlingtonhospice.org.uk

Closing date for completed applications: This volunteer vacancy advert will close as soon as sufficient applications have been received. Please apply for this role as soon as you can, if interested.

For more information about the role, please contact the HR Office on 01325 254321.

St Teresa's Hospice complies with GDPR during the recruitment and selection process. For information on how we process your data, please see the St Teresa's Hospice Privacy Notice – recruitment, which is available from our website at <https://www.darlingtonhospice.org.uk/jobs/>

St Teresa's Hospice has accreditation as a Disability Confident Employer. We are committed to giving opportunities to disabled people, and we encourage applications from all sectors of the community.