Form 002
Vol Role Description
INTERNAL

st michael's hospice

Clinical Administration Support

Volunteer Role Description

Department: Clinical Administration	***Location:*** Hospice
Responsible to: Clinical Admin Manager	***Vol Type:*** Standard
Length of role: Long Term	***Context:*** Non-people facing

Frequency: Monday & Wednesday afternoons

Outline of Role:

You will be supporting the Clinical Administration team with a range of administrative tasks including uploading in-patient folders onto the Electronic Patient Record System (EPRS), uploading archived patient records onto Vantage Sentinel, answering telephone / direct calls, and taking messages appropriately. Further tasks will include assembling admission, discharge and 'In Your Loss' packs.

Role tasks:

- Answering the telephone and redirecting or escalating calls as required
- Accessing patient information on the EPRS
- Posting VOICES surveys to Next of Kins and inputting responses from the survey onto Microsoft Forms
- Assembling admission, discharge and In Your Loss packs
- Selecting and importing relevant patient information in a PDF format
- Adding relevant information to the Vantage Sentinel database
- Keeping a log of progress and ensuring that Clinical Admin team is kept updated regarding progress
- Ensuring information is saved regularly

Skills and Experience Required:

- Must have excellent administration skills and experience
- Accurate data entry skills, and attention to detail
- Good written and verbal communication skills
- Knowledge and experience of using databases and Microsoft Office are essential for this role
- Clinical experience is desirable, but not essential

Personal Qualities Required:

- Empathetic, with a sensitivity to the Hospice environment
- Sound understanding of confidentiality, and Data Protection measures
- Good problem-solving ability
- Able to act on initiative, but aware of the boundaries of your role and when to seek assistance

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Statutory Learning requirements:

Training Module	Method	Renewal
Data Security Level 1	e-learning	Annual
Equality, Diversity &Inclusion	e-learning	3 years
Fire Safety for Volunteers	e-learning	3 years
Health, Safety and Welfare	e-learning	3 years
Safeguarding Adults Level 1	e-learning	3 years
Working with Desk Screen Equipment	*Assessment carried out as part of role induction*	One-off

**We anticipate that this learning will take between three and four hours depending on your level of experience in using online platforms. Support is available if you do not have access to a computer at home, or would like assistance in to complete the training. Please contact Voluntary Services for more information*

Mandatory:

Volunteer Welcome Session (2.5 hrs)
Role Induction, including DSE assessment and awareness-raising of local H&S requirements
SystmOne training
Vantage Sentinel training
Any other in-house role-specific training as required

Departmental support:

You will be supported on a day-to-day basis by the Clinical Admin Manager, and there will be opportunities to debrief at the end of each session.

DBS check

Standard

Read and agreed by (print name)	
Signed	
Date	