

VOLUNTEER ROLE DESCRIPTION

Emergency Department (ED) Clerical/Reception support

AREA OF WORK: ED - Clerical/Reception support

CONTACT PERSON

ED Operations Co-ordinator
Voluntary Services Administrator
Voluntary Services Manager

Tel: 01908 995902
Tel: 01908 996060
Tel: 01908 996058

TIMES/DAYS VOLUNTEER REQUIRED:

Monday – Sunday: *09.30-13.30 hours, 13.30-16.00 hours, 16.00–18.00 hours, later evening session are also available

*One volunteer per session

REASON VOLUNTEER REQUIRED:

To assist and alleviate pressure on the ED Receptionists with non-medical duties. Provide support and be a part of a highly motivated team.

DESCRIPTION OF DEPARTMENT:

The ED Department provides a demand led service to patients brought in by Ambulance and other means including private transport. The service provided ranges from treatment of minor conditions to initiation of major treatments which can be life threatening such as cardiac arrest and major trauma.

ESSENTIAL SKILLS:

1. Interpersonal and communication skills at all levels
2. Attention to detail
3. Experience of basic office administration

THE VOLUNTEER IS REQUIRED:

1. To understand the importance of Fire Precautions and be aware of local policies regarding emergency procedures and Health & Safety regulations.
2. To observe the confidentiality rules of the Trust in respect of patients and staff.
3. To attend the Trust's Volunteer Induction, Mandatory and Statutory Training and the relevant refreshers thereafter, along with any other relevant training that is required for the role.
4. To understand that no personal care, clinical care including observations and medical advice is provided to patients

DESCRIPTION OF VOLUNTEER DUTIES:

1. Sign in at the start and sign out at the end of each shift using the book located on reception.
2. Assist in the making up of blank or new case note folders.
3. Assist with non-medical queries presented at Reception Desk.
4. Check supply of labels and 'cas cards', kept in Reception and top up as necessary.
5. Removing patient labels from printers and distribute to the relevant area of ED.
6. Deliver patient records to various clinics, as directed.
7. Photocopying and filing as requested by the reception/clinical staff and the ED Operations Co-ordinator.
8. If all reception support duties are completed please check with the ED Operations Co-ordinator for any further tasks.

DBS LEVEL: Enhanced

TRAINING REQUIREMENTS: Volunteers' Induction and Mandatory Training sessions