

Voluntary Services

**Volunteer Role Outline**

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| **Role** | Administrative & Clerical (Children’s Allergy) |
| **Summary of the role** | To assist staff with asking patients to complete surveys and helping with clerical and administrative duties in the Children’s Allergy department |
| **Location** | St Thomas’ Hospital, 2nd Floor Block B, South Wing.  Children’s Allergy outpatients. |
| **Contacts** | Voluntary Services  Tel: 020 7188 1658  VS email: [voluntaryservices@gstt.nhs.uk](mailto:voluntaryservices@gstt.nhs.uk) |
| **Hours** | Requirement by the dept:  4 hours a day – two days a week if possible. |
| **Tasks and activities** | * Handing out patient experience forms in reception, helping patients families to complete these * Scanning onto EVS and EPR * Folding letters * Post * Uploading patient experience forms onto the trust system * Meeting and greeting patients and their families in reception /waiting area |
| **Skills and abilities** | * *Competent Administration Experience* * *Ability to work on your own initiative.* * *Good organisation skills* * *Excellent knowledge of the English language.* * *Ability to pay attention to detail* * *Strong communication skills* * *Reliability and commitment to the role* |
| **Notes** | Great opportunity to work with a small and friendly team |
| **Dress Code** | Copy of Dress code available.  ID badge must be worn at all times. |

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| **Job Title: Volunteer Admin Assistance** | **Ward/Department: Dermatology** | | | **Recruiting Manager: Volunteer Lead** | | |
| **Shift Pattern:** | **Directorate & Site: SASD Cross site** | | | **Line Manager:**  Cheyral Clarke | | |
| **Requirements** | | **Never** | **Occasional**  **0-33% of work time** | | **Frequent**  **33-66% of**  **work time** | **Constant**  **67-100% of**  **work time** |
| 1. **Physical** | |
| * 1. Sitting | |  |  | | x |  |
| * 1. Standing | |  |  | | x |  |
| * 1. Walking | |  | X | |  |  |
| * 1. Lifting and handling patients | | x |  | |  |  |
| * 1. Lifting and handling objects e.g. boxes | |  | X | |  |  |
| * 1. Push/pull e.g. trolleys | |  | X | |  |  |
| * 1. Bend/squat/crouch/kneel/crawl | | x |  | |  |  |
| * 1. Climb/descend stairs | |  | X | |  |  |
| * 1. Climb ladders/work at height | | x |  | |  |  |
| * 1. Using hands above shoulder height | | x |  | |  |  |
| * 1. Twist/spinal rotation | |  | X | |  |  |
| * 1. Sedentary/ immobile posture | | x |  | |  |  |
| * 1. Reaching forward | | x |  | |  |  |
| * 1. Simple grasping/fine manipulation/ manual dexterity | | x |  | |  |  |
| * 1. Applying hand grip force | | x |  | |  |  |
| * 1. Typing | |  |  | |  | x |
| * 1. Writing | |  |  | |  | x |
| * 1. Operating foot controls | | x |  | |  |  |
| * 1. Repetitive movement | | x |  | |  |  |
| * 1. Work in confined spaces\* | | x |  | |  |  |
| * 1. Work within a team | |  |  | |  | x |
| 1. **Psychosocial** | | | | | | |
| 1. Repetitive/complex tasks requiring attention to detail | |  |  | | x |  |
| 1. Ability to concentrate/good memory | |  |  | |  | x |
| 1. Communication demands (phone/e-mail/face-to-face) | |  |  | |  | x |
| 1. Night worker | | x |  | |  |  |
| 1. Rotational shift work | | x |  | |  |  |
| 1. Requirement to wear personal protective equipment | | x |  | |  |  |
| 1. Required to deal with distressing/ challenging situations | |  | X | |  |  |
| 1. Requirement to deal with anxious/aggressive people | |  | X | |  |  |
| 1. Requirement to work to deadlines | |  |  | | x |  |
| 1. Requirement to supervise others | | x |  | |  |  |
| 1. Lone work | | x |  | |  |  |
| 1. **Sensory** | | | | | **Yes** | **No** |
| 1. Good vision essential (with or without glasses) | | | | | x |  |
| 1. Good colour vision essential | | | | | x |  |
| 1. Good hearing essential (with or without hearing aid(s) | | | | | x |  |
| 1. **Additional screening required pre-commencement** | | | | | **Yes** | **No** |
| 1. Undertaking exposure prone procedures (EPP)/ Renal Dialysis\* | | | | |  | x |
| 1. Food handler\* | | | | |  | x |
| 1. Exposure to chemical hazards e.g. skin and respiratory irritants (please specify) | | | | |  | x |
| 1. Exposure to physical hazards e.g. vibration, extremes of hot/cold temperature, extreme noise (please specify) | | | | |  | x |
| 1. Exposure to biological hazards e.g. viruses, bacteria, medical waste, animal handling (please specify) | | | | |  | **x** |
| 1. Classified worker under the Ionising Radiation Regulations | | | | |  |  |
| 1. **Additional immunity/screening post commencement** | | | | | **Yes** | **No** |
| 1. Contact with/access to patients | | | | | x |  |
| 1. Contact with/handling clinical specimens | | | | |  | x |