



VOLUNTEER ROLE DESCRIPTION

VOLUNTEER TITLE: Admin Volunteer (Day Services)

VOLUNTEER LINK: Clinical Volunteering Coordinator

Aims:

To support the effective running of Day Services through clinical administration tasks

When / Where	Main Tasks
Monday / Tuesday (flexible) Onsite – Gosforth	Multidisciplinary Team Support: <ul style="list-style-type: none">• Preparing agendas• Minute writing
Thursdays 9am – 1pm Onsite – Gosforth	Medical Secretary Support: <ul style="list-style-type: none">• Preparation of clinical letters and information• Use of franking machine• Use of System One database• Reviewing and creating Standard Operating Procedures (SOPs)• Filing of patient records• Scanning and photocopying

Personal Qualities:

- Organised and reliable
- Effective communication skills
- Comfortable working in a patient-facing environment
- Confident IT user with admin experience
- Commitment to our values and standards of behaviour
- Flexible and adaptable approach to evolving priorities and tasks
- <https://www.stoswaldsuk.org/who-we-are/our-values-and-people-charter/>

Essential Processes/ Training (Internal Info):

- DBS check (*ENHANCED CHILDREN & ADULTS*)
- Mandatory Training (*NON CLINICAL*)
- Smartcard / Access to System One Required