

## Clerical and Administration Volunteer

### Role Description

Volunteers play an integral role in supporting our Trust vision. Our clerical and administration volunteers provide much needed support for many departments. Ranging from, secretarial offices, clinics, health records and day units. You would assist with filing, photocopying, opening, and sending of mail, taking messages from answer machines, data entry and ringing patients to remind them of appointments, amongst other tasks.

Support in these vital but time-consuming areas allows our staff to devote more time to complex and urgent issues.

We expect clerical and administrative volunteers to become integrated into the work of the areas that they are placed and become a valued, respected, and supported member of their team.

#### Key tasks:

- To help assist the department in everyday admin duties by providing general administrative support, filing, photocopying, collecting patient health records and answering the telephones.
- Help to keep records up to date.
- Assist with arranging meetings with our key partners.
- Support the team in providing a patient focused service.
- Liaising with and working with relevant clinicians and practitioners.
- May be asked to help support in house projects.
- Help man reception areas.
- Engage with patients or relatives who access our services.

#### Would suit:

Individuals with a friendly manner and positive attitude who are organised, reliable and able to make a long-term commitment.

Someone who can manage in a very busy working environment and have good communication skills.

### Commitment:

- Ideally, we are looking for individuals who can volunteer for around three hours plus weekly.
- There are no specific shift times, but most volunteers will agree specific days within the department that they are placed and then stick to those days. This will allow the department to plan services and know who is expected and what jobs may need to be allocated daily.
- We ask volunteers to commit to a minimum of six months with us initially.
- We ask that volunteers refrain from behaviours and any style of communication which may be perceived as discriminatory, disrespectful, unfair, or unconstructive to other.

### How to apply:

If you would like to apply, please complete our application form, along with occupational health forms 1 & 2 and email them to [whh-tr.volunteers@nhs.net](mailto:whh-tr.volunteers@nhs.net) We will need a photo ID along with 2 proof of address documents for an enhanced DBS check.

There will be a selection process to ensure we match the right person to each role, or other possible opportunities.

We will review your information and then arrange a time to speak with you, either in person or over the phone. You will be invited to have an occupational health appointment and will have an induction.

Please ring 0207 288 3936 for further information or e-mail [whh-tr.volunteers@nhs.net](mailto:whh-tr.volunteers@nhs.net)

### Address:

Volunteer Services Department,  
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