

VOLUNTEER ROLE DESCRIPTION

Aim: To enhance the quality of life and environment of the patients by providing social and practical help.

The Volunteer Manager is overall responsible for all volunteers. On a daily basis tasks will be given by the Volunteer Supervisor which should be in line with the volunteers role description.

Volunteers Name:	Commencement Date:
Duty Day/s & Time/s:	Supervisor:

Role Title:	Volunteer & Patient Experience Assistant.
Role	To support with general office tasks within the Volunteer & Patient Experience Team.
Directorate/Department:	Quality & Professionals Standards Directorate.
Location:	Highpoint Venue, Bursledon Road, Southampton, SO19 8BR
Hours Per Week:	3.5hrs, flexible days (Monday to Friday, mornings or afternoon).
Accountable to:	Volunteer & Patient Experience Manager
Job Purpose:	To support the Volunteer & Patient Experience Manager with general office duties. The Volunteer & Patient Experience Assistant will support the Volunteer Manager with the recruitment process of volunteers; help with advertising volunteer roles, issue invitations to interview, booking of induction courses, issue starter packs. Help with organising the Friends & Family (FFT) surveys and other general tasks, such as opening mail, photocopying and filing.

Summary of Responsibilities:	<ul style="list-style-type: none"> • To help with the recruitment process for volunteers: including advertising volunteering roles, issuing invitations to interview, updating the new starter check list, booking the appropriate induction and training courses, issuing start packs. • Advise applicants on the volunteering process to help ensure recruitment is carried out in a timely and successful manner. • Produce accurate and timely recruitment paperwork and correspondence, including interview invitations and starter packs. • Respond to any enquiries either face to face, or on the telephone in a knowledgeable, sensitive, timely and customer-focused manner. • To support the induction process of new volunteers into the Trust. • Help to compile reports from excel for the Volunteer Manager. • Opening of mail (FFT). • Help with organising the FFT.
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Limits of Authority:

- There will be no supervisory duties with this role.

Volunteers must:

- Adhere to Trust Policies.
- Ensure that confidentiality is maintained at all times.

Volunteers must NOT:

- Must not access patient, staff or volunteer identifiable data if not authorised by the Trust.
- Must not take any patient information from the Trust property.
- Must not carry out any tasks that are classified as CQC regulatory activities.