

## 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:

<b>Role Title:</b>	Volunteer & Patient Experience Assistant.
<b>Role</b>	To support with general office tasks within the Volunteer & Patient Experience Team.
<b>Directorate/Department:</b>	Quality & Professionals Standards Directorate.
<b>Location:</b>	Highpoint Venue, Bursledon Road, Southampton, SO19 8BR
<b>Hours Per Week:</b>	3.5hrs, flexible days (Monday to Friday, mornings or afternoon).
<b>Accountable to:</b>	Volunteer & Patient Experience Manager
<b>Job Purpose:</b>	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.
<b>Summary of Responsibilities:</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Advise applicants on the volunteering process to help ensure recruitment is carried out in a timely and successful manner.</li> <li>• Produce accurate and timely recruitment paperwork and correspondence, including interview invitations and starter packs.</li> <li>• Respond to any enquiries either face to face, or on the telephone in a knowledgeable, sensitive, timely and customer-focused manner.</li> <li>• To support the induction process of new volunteers into the Trust.</li> <li>• Help to compile reports from excel for the Volunteer Manager.</li> <li>• Opening of mail (FFT).</li> <li>• Help with organising the FFT.</li> </ul>

**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.