

**Job Title**  VtC - Volunteer Ward Clerk Receptionist Support Worker– Patient Services

**Department** Patient Services

**Location**  At St Michael’s Hospice, Bartestree, Herefordshire. HR1 4HA

**Reports to:**  Sister / Charge Nurse / Senior Staff Nurse

**Role Purpose:** To assist the Ward Clerk in providing general admin support to our Multi-disciplinary Team across the in-patient area, day services & reception areas

**Supporting Care Provision**

All of the below will be under the direct supervision & guidance of a member of the Ward Clerk or Care Team until deemed competent to do so under instruction/ request.

* Assist with routine daily tasks which are essential for the smooth running of our clinical services.
* Assist in providing a prompt, friendly, professional and informed reception service that is responsive to all IPU visitors and telephone enquiries.
* Assist with processing incoming and outgoing mail including that of patients.
* Assist with maintaining communications with other agencies involved in a patient’s care.
* Assist with arrangements for the booking/cancelling of patient transport.
* Assist with ensuring pathology results and hospital correspondence is filed promptly in patient records.
* Assist with recording and monitoring the receipt and transfer of external patient notes.
* Assist with ensuring an adequate supply of stationery, patient information literature and patient documentation is readily available.
* Assist in maintaining general tidiness of Ward Clerk Desk and surrounding areas to promote an efficient working environment.
* Assist with Reception duties within the Hospice – 3 potential areas include main Reception, In- patient area, & Day services / outpatients area.

**Communication**

* Establish & maintain effective communication & working relationships with the Care Team
* Establish and maintain effective communication with patients, families & external organisations / individuals
* Recognise own limitations & that of the role (boundaries) when offering support – refer on to care team
* Report any concerns you have to the senior member of staff on duty

**Health & safety**

* Act at all times to promote the safety & wellbeing of patients, visitors & others using the premises in accordance with policies and care staff guidance / instructions
* Ensure the environment is free from hazards and kept clean & tidy – report any concerns to senior nurse on duty.

**Education**

* You will be expected to attend mandatory training sessions identified as being appropriate to this role
* If enrolled in Volunteer to Career (VtC) programme – you will be provided with 60 hours of additional training, full induction programme, an individualised Training Portfolio, and career development support.
* You will have the potential to attend additional courses appropriate to this role / career progression discussions with Ward Sister / volunteer Co-ordinator / lead Teacher Practitioner.

**Person Specification**

1. **Knowledge & Experience**

Whilst experience in a similar role is helpful, this post is part of our Volunteer to Career (VtC) programme which is open to those with no prior experience but wanting to consider this a a potential career choice. If you have no experience, it may be helpful to have some of the following:

* + Some awareness of the Hospice function and its services.
  + Ability to communicate well with others.
  + Have a friendly and professional approach to dealing with people.
  + Some awareness or willingness to develop IT skills, including Microsoft packages
  + Can demonstrate communication with sensitivity and good active listening skills.
  + Can work well as part of a team, or understands what makes a good team
  + Is reliable, committed and can work under instruction / guidance.

**This role is subject to a Disclosure and Baring Service (DBS) search at standard level.**

**Applicants must be 16yrs or over to fulfil VtC requirements and commit to 60hrs of Volunteering over a 6-month period.**

**Equal Opportunities Statement**

At St Michael’s Hospice we are committed to an equal opportunities approach in everything we do. This means that we seek to ensure anyone connected with St Michael’s, from patients and families through to donors, supporters, volunteers and staff are treated fairly, appropriately and with dignity and respect.

August 2024