

VOLUNTEER ROLE DESCRIPTION

Role Title: Administration Support

Location: East Lancashire Hospice

Reporting to: Head of Quality & Governance

Role requirements: Minimum age 18 years
Two Satisfactory references
Enhanced DBS check
Occupational Health Check
Basic IT skills including Microsoft Office applications
Commitment to maintaining confidentiality at all times

Role Summary

To provide administrative support to the Quality & Governance Team, helping to ensure the smooth and efficient management of governance, compliance, patient safety and quality improvement activities across the hospice. The role will support a variety of administrative tasks that contribute to maintaining high standards of care, compliance and continuous improvement.

When We Need You

The expected commitment for this role will be agreed on an individual basis.

Ideally, volunteers will be available for one regular session per week of approximately 3 to 4 hours between 9.00am and 5.00pm, Monday to Friday.

What We Would Like You To Do

- Provide general administrative support to the Quality & Governance Team.
- Assist with filing, scanning, photocopying and organising documents.
- Support the maintenance of governance, audit and compliance records.
- Help prepare meeting packs, agendas and supporting documentation.
- Assist with data entry and maintaining accurate electronic records and spreadsheets.
- Support the collection and organisation of evidence for audits, inspections and quality reviews.
- Assist with collating patient, family and staff feedback.
- Help distribute governance communications, newsletters and information updates.
- Support the administration of policies, procedures and Standard Operating Procedures (SOPs).
- Assist with meeting arrangements, including booking rooms and preparing materials.
- Maintain confidentiality and handle sensitive information appropriately.
- Report any concerns, incidents or safeguarding issues in line with hospice procedures.

Skills, Knowledge, Abilities and Qualities

- Good organisational and administrative skills.
- Good attention to detail and accuracy.
- Basic computer skills including Microsoft Word, Excel and Outlook.
- Ability to maintain confidentiality.
- Good verbal and written communication skills.
- Ability to work independently and as part of a team.
- Reliable, dependable and punctual.
- Friendly, professional and approachable manner.
- Interest in quality improvement, governance or healthcare administration.
- Willingness to learn and develop new skills.

What Volunteering Can Do For You

- Gain experience within a healthcare and charitable organisation.

- Develop administration, governance and compliance skills.
- Improve confidence and employability.
- Learn about quality improvement and patient safety processes.
- Meet new people and become part of a supportive team.
- Make a meaningful contribution to hospice services and patient care.

Training and Support

Full induction and ongoing support will be provided. Volunteers will be required to complete mandatory volunteer training, including:

- Information Governance and GDPR
- Safeguarding Adults
- Safeguarding Children
- Equality and Diversity
- Health and Safety
- Fire Safety
- Cyber Security
- Incident Reporting

General Requirements

Volunteers are expected to:

- Uphold East Lancashire Hospice values at all times.
- Treat patients, families, visitors, staff and volunteers with dignity and respect.
- Maintain confidentiality and professional boundaries.
- Follow hospice policies and procedures.
- Promote equality, diversity and inclusion.
- Safeguard vulnerable adults and children.
- Use hospice resources responsibly.
- Be positive, flexible and supportive in carrying out the role.

Equality and Diversity

We support an inclusive and holistic working environment and aim to empower our people to bring their authentic self to work. We are committed to this and so encourage applications from all individuals with the required skills for the role inclusive of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, colour, caste, nationality, ethnic or national origin, religion or belief, socio-economic background, trade union membership status, marriage, and civil partnerships. ELH is committed to equality of opportunity for all staff and volunteers.

Review of this description

This role description is intended as an outline of general areas of activities and will be amended in the light of changing needs of the Hospice. It is expected that the volunteer will be positive and flexible as possible using this document as a framework