

## Volunteer Placement Tasks

# Office Support

### 1.0 Role summary

Assist/Support NHS staff members with basic admin and clerical duties throughout the trust.

**All duties will be carried out under the supervision / guidance of SWBH staff but will never include tasks of a clinical nature.**

### 2.0 Main duties

**Office Support** – To assist/support SWBH NHS staff with basic administration when needed.

- Receiving visitors
- Wayfinding enquiries
- Photocopying
- Other office tasks inc. sorting mail, laminating, scanning, preparing/folding letters for posting, etc.
- Answering telephones & making calls
- Running errands
- Filing
- Computer access if required (only with personal login granted by the volunteer Dept Manager)
- Talking to patients
- Checking patients in on clinic lists
- Other tasks which may from time to time be agreed with the Dept manager

### 3.0 Confidentiality

The volunteer must maintain confidentiality of information relating to patients, staff and other Health Service business.

### 4.0 Health & Safety

Volunteers must be aware of the responsibilities placed on them under the Health & Safety at Work Act (1974) and the Manual Handling Operations Regulations (1992). This ensures that





# Sandwell and West Birmingham

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the agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors to the Trust.



## 5.0 Equal Opportunities

The Trust has a clear commitment to its equal opportunities policy and it is the duty of every volunteer and employee to comply with the detail and spirit of the policy.

## 6.0 Smoking

This Trust acknowledges its responsibility to provide a safe, smoke free environment, for its volunteers, employees, service users and visitors. Smoking is therefore not permitted in accordance with the guidelines set down within the Trust Smoking Policy.

