

VOLUNTEER ROLE DESCRIPTION

PLACEMENT: MEDICAL RECORDS LIBRARY

REPORTS TO: Medical Records Manager / Medical Records Supervisor
ACCOUNTABLE TO: Volunteer Services Co-ordinator

HOURS: Days / times to be agreed with individual volunteers
Guidelines: Flexible

BASE: This role is based in YDH Medical Records Library, Yeovil

ROLE OUTLINE:

1. Filing documents in patient records
2. Prepping patient records for scanning

EXPECTATIONS AND RESPONSIBILITIES:

- 1 Display a helpful and friendly approach to staff and colleagues
- 2 Adhere to data protection, confidentiality and security policies at all times.
- 3 Be conversant and comply at all times with the content of the Volunteer Services Policy
- 4 Be aware of and adhere to all Trust policies and protocols highlighted by the Ward/Department Manager as relevant to the volunteer placement
- 5 In the event of accidents, emergencies or untoward occurrences, respond as directed by the Medical Records Supervisor
- 6 Recognise the importance of boundaries and when help should be sought
- 7 Attend training and department updates as required

AGREEMENT

I have read and understood the Volunteer Services Policy. I agree to adhere to all Trust policies and protocols associated with my volunteer placement.

If you have any queries or concerns please contact the Volunteer Services Coordinator prior to signing this role description.

Name:

Signature: Date:

PERSON SPECIFICATION

VOLUNTEER PLACEMENT: MEDICAL RECORDS

CRITERIA	ESSENTIAL	DESIRABLE
EXPERIENCE	Able to demonstrate good interaction with people	Experience of working in a busy environment Administration experience
APPEARANCE	Clean, neat and well groomed	
COMMUNICATION	Good oral and written communication skills Good telephone manner	
PERSONAL QUALITIES	Polite, courteous and reliable Relate to people in a friendly and calm manner Ability to maintain complete confidentiality Adaptable and willing to learn	Sense of humour
GENERAL SKILLS	Recognition of the importance of boundaries Understanding of confidentiality issues Able to follow instructions Able to use own initiative Able to work as part of a team	