

Surgery Admin Support - Urology Volunteer role description

Summary:

The main purpose of this role is assisting people, giving information, registering patients, supporting secretaries in administration. Under the guidance of the secretaries, the support volunteer will assist in the smooth running of the Urology admin office. The role will suit medical students who are looking for a broad and varied experience of working in a hospital and will provide some theatre observation time.

Time commitment:

Minimum of four hours per week. Monday to Friday working hours. Time and day can be negotiated with the Office Manager.

Key tasks:

Assisting secretaries with various administrative tasks, including:

- Sending out letters and photocopying originals for copies to other clinical teams.
- Filing of documents in the medical notes.
- To upload scanned PDFs of patient notes onto the Clinical Document Database
- Copy and post clinic letters once given them by the secretaries of Urology, searching for notes.
- Check locations for notes and file letters from various depts. when possible.

Desired skills and experience:

- Customer care experience
- Telephone manner friendly, welcoming and efficient
- IT literate – able to use Microsoft Office package – Word, PowerPoint, Excel
- Reliable and trustworthy
- Sensitive and tactful nature
- Emotionally mature
- Understanding of (ability to learn) personal/professional boundaries

We will provide:

- One in every four shifts time in theatre observing (if requested)
- Supervision and support from a dedicated member of staff at Great Ormond Street Hospital (GOSH)
- Induction to GOSH
- Specific training for the role
- Local induction to the ward or department
- Ongoing updates and information
- Reimbursement of travel expenses (maximum of zone 6 return journey)
- A meal allowance of £2.50
- References can be provided after six months of volunteering