**Volunteer Role Profile**

**Role: Volunteer Administrator**

**Volunteering location: Crimple House, Harrogate**

**Department: Hospice and Client Services**

**Line Manager: Hospice & Client Service Team Manager**

Through volunteering your time at North Yorkshire Hospice Care you are supporting those in our community who are experiencing terminal illness or bereavement. Volunteers are integral to the work of North Yorkshire Hospice Care and we would love to welcome you to our team.

It is essential that volunteers adhere to the role description, undertake appropriate tasks only for which they have been trained and are clear about the boundaries of this role. If volunteers are unsure about any task they have been asked to carry out, they should contact their line manager for advice. This is to ensure the safety and well-being of both clients and volunteers.

 **About the role**

To provide administrative support to our patient and client based services. This role will involve you assisting in the delivery of high-quality administrative services to our patients, clients, their families, and professionals. As one of our valued Volunteers, you will play a vital role in ensuring smooth and effective operations across clinical and client-based services.

This role would be perfect for someone who has a background in administration and feels comfortable volunteering in a fast paced clinical or client-based environment.

**Key Tasks**

* Assist with maintaining and updating patient and client records using online based systems and excel databases.
* Communicating with families, patients, and professionals about visits, appointments, and patient/ client needs.
* Help prepare notes for patient/client admissions and send communications, such as letters or emails.
* Archive and manage patient/client records
* Provide general administrative assistance to the Hospice Services Team Manager and other team members.
* Support with data collection and data visualisations/dashboards.

**Time Commitment:**

Flexible hours, agreed upon with the Hospice Services Team Manager, to accommodate your availability and the needs of the service.

**Support and Training:**

All our volunteers will receive:

* Comprehensive training in hospice/client systems and policies.
* Ongoing support from the Hospice Services Team Manager.
* Opportunities for personal development within a supportive and friendly team environment.

**Key skills/attributes required:**

Essential:

* Confidence in using Microsoft Office tools (Word, Excel) and databases.
* Excellent communication skills, both verbal and written.
* Ability to handle sensitive information with tact, diplomacy, and confidentiality.
* Friendly, compassionate, and motivated to support our charities mission.

Desirable:

* Experience in an office or administrative environment.
* Knowledge of data protection and GDPR compliance.

Personal Attributes:

* Reliable and able to work independently or as part of a team.
* Comfortable working in a role that may involve sensitive or emotional situations.
* Committed to upholding the hospice’s values and promoting diversity and inclusion.