

# Volunteer Support Team

Role description

## Volunteer Support Team

The Volunteer Support Team (VST) provides daily assistance in a range of activities that support the Royal Adelaide Hospital. The VST is responsible for administrative activities such as compiling and creating medical record folders and hospital information packages. Volunteer in the VST also contribute to the daily running of the Volunteer Service Unit (VSU) through general administration support.

### Duties

- General reception duties such as answering responding to incoming phone enquires
- Ensure information relevant to volunteers is displayed on the communication boards
- Data enter the volunteer sign in / sign out register
- Assist with the compilation of daily inpatient lists
- Ensure all resources within the VSU are maintained and at adequate levels
- Liaise with the Volunteer Services Unit staff for any other administrative activities
- Sort and maintain clothing cupboard and advise VSU staff if stock level are low
- Compile and create 'blue folder' medical records for the Emergency Department
- Compile and create information and Day of Surgery packages for distribution to patients
- Assist with hospital mail outs

### Hours of Service

Shift times: 8:30am to 2:30pm  
Days: Monday to Friday (excluding public holidays)  
Location of shift: Volunteer Services Unit – Level 3

### Special Requirements

- Have the physical ability to undertaken the duties in a safe manner
- Complete a clear National Police Clearance certificate and renewal every 3 years
- Comply with Work Health & Safety and Infection Control requirements
- Complete all annual mandatory training requirement



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## Person specifications

Volunteers in this role will have the following personal skills, experiences and attributes:

- Excellent customer service skills
- Ability to relate and engage with people from a diverse range of backgrounds
- Effective listening and communications skills
- Ability to be compassionate and empathic
- Ability to undertake duties with minimal supervision
- Reliable and punctual

## Supervisor

Team Leader or Coordinator Volunteer Services Unit

I have read and understand the duties and requirements associated with this volunteering role.

Name

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Signature

Date

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