

Volunteer Role Profile

Volunteer Role

Outpatient Pharmacy Reception Volunteer

Volunteer Manager

Voluntary Services Manager

Where you will be based

Hospital

Why we want you

The Outpatient Pharmacy department is a small team fulfilling prescriptions from all outpatient clinics. You will be supporting the team in accepting hospital prescriptions, using the PTS system to log prescriptions on the tracking system, creating prescription stickers for office and patient use, 'close' the prescriptions on the system once they are collected. This support will free the Outpatient Pharmacy staff to dispense quicker and improve flow through the department.

To meet, greet and offer assistance and information in an informed and friendly way, to ensure that patients have a welcoming and caring experience as part of their journey within the hospital.

This is a new role and may evolve in time to include occasional use of the till in selling non-prescribed medication - full training will be provided. As well as any basic administration tasks such as photocopying, making up packs, folding leaflets etc.

What you will be doing

- Welcoming and greeting patients and/or visitors to the outpatient pharmacy reception desk
- Processing hospital outpatient prescriptions through the Pharmacy PTS system
- Assisting with non-medical queries presenting at reception desk and signposting to other areas of the hospital
- Providing administration support to the Pharmacy team, such as filing prescriptions and counting stock
- Occasional use of the till to sell non-prescribed medication

The skills you need

- Excellent communication skills
- Friendly, confident and approachable manner
- Willingness to help others
- Available to volunteer for a minimum of 4 hours a week
- Committed to the values and policies of the Trust, including Data Protection and Equal Opportunities
- The ability to work independently whilst staying within the role's boundaries, recognising what should and should not be done, when to

seek advice or report concerns

What's in it for you

- This is a fabulous opportunity to meet new people and to provide assistance to patients and visitors
- Satisfaction of assisting others and providing an invaluable service to the Trust and local community
- An opportunity to develop personal skills and experience
- Full support, local induction and a range of relevant training, including Confidentiality, Safeguarding and Equality and Diversity as well as access to the National Volunteer Certificate (NVC) programme, achieving an award from Health Education England (HEE), accredited by Skills for Justice (SFJ)
- A reference for future volunteering or employment, after 6 months
- Reimbursement of agreed expenses and a voucher towards refreshments in our restaurant, following the appropriate volunteer policies

Disclaimer

We request that volunteers offer a minimum of 3 hours a week, for a minimum of 6 months

We will require two references and conduct DBS checks for all volunteers.

We require all volunteers to attend the Trust Induction and complete an e-learning programme prior to starting any volunteer role.

Volunteers do not and will not undertake roles or activities which are the responsibility of employed clinical and non-clinical staff

ALL volunteers must comply with relevant PPE requirements for the role.