

## **MyHealth Administration Assistant Volunteer**

**Michael Sobell Hospice Resource Building,  
Mount Vernon Hospital, Northwood**

MyHealth is an education and empowerment programme offering advice to people with long term health conditions to help them really take control of their health. We do this by providing free, high quality workshops, facilitated by a health professional. This provides the chance to learn about their condition and ask questions you would not get time for in a normal GP appointment.

To ensure that the residents of Hillingdon access high quality, evidence-based information and have the local needs met, MyHealth co-produce the programme with service users, carers or providers, the local authority, and community and voluntary sector groups.

### **Purpose of the role**

We are looking for an enthusiastic & dedicated volunteer to work with the team in supporting daily administrative tasks.

You will be working across a number of different systems and programmes helping to maintain the database and engaging with patients by phone.

### **Shift Times**

- A minimum of 1 x 4-hour shift per week, flexibility on days preferred, arranged with the programme manager
- Duties to be carried out from the office in Northwood
- Between the hours of 8am – 4pm, Monday-Friday

### **Key Responsibilities**

- Call referrals to book them onto workshops and go through evaluations
- Using our CRM system (Charity Log) to book new patients onto relevant workshops
- Maintaining our CRM system with updated patient records
- Adhoc tasks as mutually agreed

### **Skills and Personal Qualities**

- Trustworthy and reliable
- Excellent communication skills
- Good organisational skills
- A flexible and non-judgmental approach to people and work
- Enjoy working as part of a team
- Excellent attention to detail
- Confident working individually

- Essential: Confidence in using the phone to contact patients
- Desirable: Charity sector or NHS experience
- IT knowledge (eg. Word, Excel, Outlook, PowerPoint)
- An understanding of working within GDPR and confidentiality practices

### **Dress Code**

Appropriate dress for the role, or uniform where required, to reflect the professional image of the Hospice. Sensible non-slip footwear should be worn. A volunteer badge must be worn.

### **Training and Support**

Full training will be given to understand the MyHealth programme and our processes

- Harlington Hospice Induction Programme
- Online mandatory training required for volunteers in clinical positions
- Induction to meet the team
- Run through of the administration processes
- Volunteer training booklet
- Hospice regular newsletter

### **Health and Safety**

You are asked to pay particular attention to all Health and Safety and Fire training, which is the individual responsibility of all staff, both paid and volunteer.

### **Extra Information**

There will be free parking whilst you are volunteering. Tea and coffee will be provided. There is a coffee shop and a restaurant on the hospital site. Travel expenses can not be claimed for this role. A DBS is not required for this role. You can request an informal conversation about this role with a member of staff prior to applying. Please contact us as below and we can arrange this.

### **To Apply**

1. Visit [www.h4all.org.uk](http://www.h4all.org.uk) and download or print an application form OR Email [volunteerhub@h4all.org.uk](mailto:volunteerhub@h4all.org.uk) to request an application form to be sent to you by email or post.
2. Send your completed form by email to [volunteerhub@h4all.org.uk](mailto:volunteerhub@h4all.org.uk) OR post to H4ALL, Volunteer Development Team, Key House, Yiewsley, UB7 9BQ.
3. Call 01895-676-111 to speak to a member of the H4ALL volunteering team in person.