

Ward Clerk Volunteer Role Description

North London Hospice purpose

North London Hospice is a registered charity that has been caring for local people since 1984. We are committed to empowering patients with life limiting illnesses, supporting them to achieve the best quality of life possible. As well as our inpatient unit at Woodside Avenue, we work within the wider community including our Outpatient and Wellbeing services; our support to patients in their own homes; our Community Specialist Palliative Care services; and our Patient and Family Support teams, providing emotional and practical support to patients, their families and carers.

Where is the role based?

Ward Clerk Volunteers work in the Inpatient Unit (IPU) at our Head Office building in Finchley. The location details are at the following link: <https://northlondonhospice.org/contact-us/north-london-hospice-finchley/>

What does the role entail?

As a Ward Clerk, you will support the Inpatient Unit, under the supervision of the IPU Manager with a variety of tasks to enable our care team to spend more quality time with our patients. We are looking for somebody with good administrative and organisational skills, alongside excellent communication skills. The ability to undertake the following duties is essential:

- Answering telephones, taking and recording messages
- Making calls as directed to support daily ward operations.
- Liaising with reception regarding clinical arrangements (e.g. ambulance bookings, patient admissions)
- Greeting relatives and responding to queries with professionalism and care
- Filing pathology results and correspondence into patient notes
- Setting up and maintaining filing systems, including labelling and organising files and drawers
- Preparing and monitoring stationery packs (e.g. admission/discharge packs), ensuring stock levels are maintained
- Photocopying and ordering ward stationery (e.g. pathology forms)
- Liaising with external contacts such as hospital staff, district nurses, and care homes
- Carrying out specific tasks based on individual skills and background
- Attending ward clerk meetings as required

This role would suit someone who...

- Has basic IT and telephone handling skills
- Has excellent people skills and is confident and comfortable interacting with people
- Is reliable, self-motivated, and able to work independently
- Has previous administrative experience (preferred)
- Understands filing systems and general office procedures
- Enjoys being part of a team and contributing to a supportive ward environment

Opportunities and benefits

- Opportunity to meet new people and be part of a supportive team, including regular peer support meetings.
- Full induction and opportunities for excellent training and developing new skills.
- Chance to gain experience of working in a healthcare setting, enhancing your CV.
- Ability to make a positive difference to peoples' lives, contributing to North London Hospice's work in providing the best of life, at the end of life, for everyone.

Time expectation

Flexible – Whilst this role is flexible and can fit in around your existing commitments, volunteers are asked to commit where possible to a regular shift pattern.

Training

You will complete the corporate induction and core communications training (one day) as well as required e-learning modules, which will be refreshed regularly. You will also be invited to other optional, core volunteer training.

What else do you need to know?

- You must be 18 or over to apply for this role.
- At North London Hospice we strive to continuously demonstrate our values. These values are embedded in our recruitment and selection process, and we are fully committed to equality, diversity and inclusion in both our workforce and within our culture.
- You will represent North London Hospice values: compassion, openness, respect, empowerment, and collaboration.
- You'll be supported by a named line manager who will help guide your journey.
- If you take a break from volunteering, a return meeting and potential refresher training will help you settle back in
- You will have an opportunity to make a meaningful difference by supporting hospice care.

Requirements

Completion of online application form; an informal volunteering interview; two references and a disclosure and barring service check. Completion of core and service-specific induction and training.

Equal opportunities

North London Hospice is an equal opportunities employer. We value diversity, and we acknowledge that we currently have an underrepresentation from Black, Asian and Minority Ethnic people. North London Hospice role opportunities are open to all, and we welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation or age.

To apply:

[Click here to complete our online volunteer application form for our Inpatient Unit roles](#)

**For further information,
please contact the volunteer team:**

volunteer@northlondonhospice.co.uk