

SEVERN HOSPICE

Volunteer Ward Clerk – Shrewsbury
Guidelines

Accountable to: Nursing Director

Responsible to: Voluntary Services Manager (working under the direct supervision of the Ward Manager)

Purpose:

Offer clerical support to the staff of Breidden Ward and act as hostess to visitors attending the ward.

Upon arrival report to the Ward Clerk for any additional instructions or TCI's following the early morning admissions meeting. In the absence of the Ward Clerk liaise with the Medical Secretary for instruction.

Check the ward pigeonhole for mail and collect newspapers.

From the wallboards in the Nurses Office, familiarise yourself with the patients in residence. Check if there are any special needs or RIP's.

Familiarise yourself with those on duty and the team colours, also the availability of the Social Workers and Chaplain.

Remove out-of-date notices from the office board.

Check stock of patient files and ensure that the files for current in-patients have an adequate supply of clinical notes; communication and continuation sheets. Check that there is an adequate supply of patient labels also. Ensure that stationery is topped up regularly so that spare forms are available at all times.

Ensure the staff meal menu is taken to the main kitchen by 10 am.

Prepare for admissions expected during the day. Enter the information from the patient's referral form into the admissions book, nursing notes and medical notes.

Receive and escort new patients from Reception as requested.

Receive visitors to the ward and inform the nurse in charge of any query they may have.

Receive bereaved relatives, making them comfortable responding sensitively to their needs. Inform the appropriate nurse of their arrival.

Answer the telephone. Take and deliver messages for patients only. Any call of a medical nature *must* be passed to an appropriate member of staff.

Friday – rule up Day Hospice Off Duty Book and enter data from Day Hospice Off Duty on last Friday of month.

Tidy wall board outside ward kitchen and add new cards as appropriate.

The above is intended as a guide only, duties may be amended or adopted as identified.

April 2008

AJR
07/04