

# Volunteer Role Description Form

Guidance for managers completing this form:



When you have **identified a suitable volunteering role for someone**, you will need to complete this “Volunteer Role Description Form” and check that the prospective volunteer agrees on the details.



Volunteer applications are processed through CWP’s “TRAC” recruitment system: it uses the role title as the starting point for each application. **If we don’t receive the role description and line manager details first, we cannot start the application process.**



**Please return all completed forms to the Patient and Carer Experience (PACE) Team** either by email or by post.



## Volunteer Role Details

Name of volunteer	
Title of volunteering role	Data Entry Volunteer
Days or hours agreed	TBC
Volunteer managed by / accountable to:	Susie Walsh – Lead OHP Spring View
Name of staff member who will supervise volunteer:	TBC
Service / Team the person will be volunteering with:	Springview
Volunteer will be based at (location)	



## Volunteer Role Description

### Purpose of Volunteering Role – brief summary / overview

The data entry volunteer will receive, review, and input feedback from the friends and family questionnaire onto the CWP computer system in a secured shared drive.

### Task Outline – details of what the role involves

The post holder would have the opportunity to:

- Keep track of received feedback and data
- Input collected feedback into an electronic spreadsheet or database
- Ensure that all feedback is entered accurately
- Review all information entered and make corrections where necessary
- Maintain confidentiality of all information entered

### Essential skills required for the role

Detail oriented and committed to meeting deadlines

Excellent organizational skills

Works well independently and as part of a team

Knowledge of Microsoft Word and Microsoft Excel

Knowledge of database programs an asset

The post holder must understand the importance of confidentiality and maintain confidentiality at all times.

The post holder must adhere to all Trust policies and procedures relating to the area of work.

The post holder must be able to communicate with a range of people in a professional manner, as a representative of the Trust.

The post holder must be smart and approachable at all times.

### Training required for the role

The post holder will be required to complete all Trust mandatory training



## Please note!



Volunteers **are not permitted to have access to CareNotes**, or any other form of patient records.



Volunteers **must not assist with the administration of medication** or handling or prescriptions, or with the moving or handling of patients.



Volunteers **cannot take people accessing services off Trust premises**, unless they are also accompanied by a member of CWP staff.



When volunteers are working directly with people accessing services, **there must always be a staff member available** on the premises at all times.

## Please return completed forms (by post or email) to:

### Catherine de Zwaan

Patient and Carer Experience Team Manager / Voluntary Services Lead  
Cheshire and Wirral Partnership NHS Foundation Trust,  
Trust Board Offices, Redesmere,  
Liverpool Rd, Chester CH2 1BQ.

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