

## **Volunteer – Health Records**

### **Person Specifications**

#### **Training and Experience**

**Desirable:** Clerical work experience

#### **Competencies (Knowledge, Skills and Attributes)**

**Essential:** Numerically competent  
Good attention to detail  
Committed to and highly aware of the need for confidentiality

#### **Physical Requirements**

Capable of doing light lifting and physical work, although work would be tailored to the volunteer's capabilities – some duties can be done sitting down.

## **Volunteer – Health Records**

### **Purpose of the Position**

To provide assistance to the Health Records Department. While some of the work is project based, the majority of the work involves assisting with backlogs.

Hours of work are subject to agreement between the volunteer and the Health Records Manager, and would be between Mon-Fri 8:30am – 4:30pm. The volunteer is able to accept or reject any task. The volunteer is free to resign at any time but some advance notice is preferred.

### **Key Tasks of the Volunteer are:-**

- Cull old health records and file in correct location
- Filing health records in correct location in Health Records Department
- Make up new records
- Assist with photocopying, sorting mail
- File loose pages in health records in specified order
- Process deceased records
- Comply with relevant BOPDHB policies. These include but are not limited to: Privacy, Clinical Records, Health and Safety, Fire etc.

### **Expectations – it is expected that Volunteers will:-**

- Be polite at all times and treat members of the public, patients and staff with dignity, courtesy and consideration
- Ensuring people's right to privacy and confidentiality at all times
- Ask for assistance from staff and refer all problems to the Manager, Health Records and/or Volunteer Coordinator when required
- Communicate with and follow the direction/guidance of staff
- Provide feedback as required on tasks undertaken
- Report accidents or incidents immediately
- Comply with the requirements of BOPDHB policies
- Comply with the required Volunteer dress code
- Bring any ideas, concerns or issues to the Volunteer Coordinator and/or Manager, Health Records for discussion

As this position may require considerable time standing and walking, volunteers are required to take a morning/afternoon tea break during their rostered duty time.

## Position Description

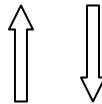
**Position Title:** Volunteer – Health Records

**Responsible to:** Team Leader – Health Records Department  
and Volunteer Coordinator

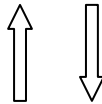
**Prepared/Reviewed** November 2009

### Place in Organisation

**Manager – Health Records / Volunteer Coordinator**



**Team Leader – Health Records**



**Volunteer – Health Records**

**Volunteers Name:** .....

**Volunteers Signature:**.....

**Manager’s Name:**.....

**Manager’s Signature**.....

**Date:**.....