

Position Description

Position Title: Volunteer – Medical Records
Responsible to: Team Leader - Clinical Records Service
and Volunteer Coordinator
Prepared/Reviewed: September 2003

Place in Organisation

Manager - Medical Records / Volunteer Coordinator



Team Leader - Clinical Records Service



Volunteer – Medical Records Department

Position Holder's Name : _____

Position Holder's Signature : _____

Volunteer Coordinator's Name: _____

Manager's Name : _____

Manager's Signature : _____

Date : _____

Purpose of the Position

To provide assistance to the Medical Records Department. Most of the work is project based, or work that involves reducing backlogs.

Hours of work are subject to agreement between the volunteer and Medical Records, 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 medical records and file in correct location
- Make up new records
- Assist with photocopying, sending out invoices, unwrapping and packaging mail
- Find NHI numbers for reports or old medical records (pre NHI numbering system), etc which do not have them
- File loose pages in medical record in specified order
- Merge old records
- Process deceased records
- Comply with relevant WDHB 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
- Respect people's right to privacy and confidentiality at all times
- Ask for assistance from staff and refer all problems to the Manager, Medical 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 WDHB policies
- Comply with the required Volunteer dress code
- Bring any ideas, concerns or issues to the Volunteer Coordinator and/or Manager, Medical 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.

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 volunteers capabilities – some duties can be done sitting down.