

**Volunteer Governance Support Role Description**

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| Role title | Governance Support |
| Responsible to | Quality & Governance Lead |
| Location | TBC |
| Purpose of role | To support the Quality & Governance Lead in the day-to-day administration tasks and running of the risk management system. |
| When role to be carried out | Monday – Friday 9.30am -12.30pm |

**Confidentiality:**

Volunteers will be subject to the Hospice Confidentiality Policy and to the requirements of the Data Protection Act (1998) and General Data Protection Regulation, thus maintaining the confidentiality of all information obtained during the course of volunteering for Wigan & Leigh Hospice.

You will also be subject to a Disclosure and Barring Service check.

**Main Responsibilities**

* To provide administration support to Quality & Governance Lead
* Daily maintenance of Ulysses (Risk Management System)
* Support with data extractions and reporting
* Monitoring daily Alerts and NICE Guidelines
* Ensure that no personal details are left on view and computer screen is locked when away from computer,
* In accordance with the Data Protection Act, details such as staff, volunteers’ and patient telephone numbers, addresses or Organisation risks and incidents are to be kept confidential.
* Role model the Hospice core values of Compassion, Accessibility, Respect and Excellence

**Training and support**

* Undertake the necessary mandatory training provided for this role.
* Attend Governance overview and Incident reporting Training

**Personal skills**

* Ability to communicate well in a variety of situations.
* Microsoft Excel and basic analytical skills
* Logical and Challenger
* Caring, compassionate and respectful nature.
* Have a calm disposition and be friendly and approachable.
* Trustworthy and reliable.
* Open outlook on the diversity of approaches to life.
* Good listening skills.