

VOLUNTEER VACANCY

<u>ORGANISATION</u>	:	GREENDALE HOUSE PALLIATIVE & HOSPICE CARE
<u>DEPARTMENT</u>	:	Intake Office
<u>TITLE</u>	:	Administrative Assistant
<u>DATE</u>	:	Immediately
<u>REPORTS TO</u>	:	Intake Officer / NSM

PURPOSE

To provide essential administrative support to Greendale House Palliative and Hospice Care, enabling the Intake Officer to focus on direct patient care screening and ensuring the smooth and efficient operation of the patient registration process. Volunteers in this role contribute to a compassionate and supportive environment for patients, families, and staff by assisting with various office tasks and maintaining organized records.

KEY RESPONSIBILITIES

- Filing, scanning, and organizing documents (patient records, administrative files, etc.) with strict adherence to confidentiality protocols.
- Data entry into spreadsheets or databases.
- Photocopying and printing documents.
- Maintaining a tidy and organized office area.
- Assisting with inventory of office supplies and notifying staff when supplies are low.
- Scheduling appointments or meetings as requested.
- Liaising with staff, other volunteers, and external contacts as needed.
- Performing other administrative duties as assigned by the Intake Officer or Nursing Services Manager.

QUALIFICATIONS

- Excellent organizational and time management skills.
- Proficiency in basic computer skills (e.g., Microsoft Office Suite – Word, Excel, Outlook) is a must.
- Strong communication and interpersonal skills in English.
- Ability to maintain confidentiality and handle sensitive information with discretion.
- Reliable, punctual, and able to commit to a regular schedule.
- Compassionate and empathetic demeanor, with a genuine interest in supporting palliative and hospice care.
- Ability to work independently and as part of a team.

- Prior administrative experience is a plus but not required. Training will be provided by the Intake Officer.

SKILLS ABILITIES

Microsoft Office Suite – Word, Excel, Outlook

Articulate English well as per organisational Language Policy

Skills will be taught onsite by the IO during work experience skills development and monitored by the Nursing Services Manager.

Should you wish to apply for this vacancy, please include a CV and completed volunteer application form. Applications must be forwarded to the Volunteer Coordinator for attention:

Buhle Mtolo

Email: volunteer@greendalehouse.co.za