



Volunteer Centre Sutton
 Market House, 216-220 High Street
 Sutton
 Surrey SM1 1NU

Telephone: 020 8661 5900
Email: hello@vcsutton.org.uk

www.vcsutton.org.uk

Volunteer role description

Covid-19 Vaccination Programme Record Administrator

Organisation	This is a coordinated effort between NHS Sutton CCG and Volunteer Centre Sutton
Role Title	Record Administrator
Location	There are two sites, in different areas of the borough – SM1 and SM6.
Time Commitment	A commitment of 1 shift per week is required for this role: <ul style="list-style-type: none"> • There are two shifts each day: 0830am – 1.30pm and 1.30pm - 6.30pm. • The sites will be open weekdays and Saturdays.
Why you are needed	<ul style="list-style-type: none"> • To ensure all patients arriving at site have an appointment booked and all information is accurate. • To input patient records, ensuring all required patient data is saved onto the NHS system.
What you will be doing	<p>Pre-Vaccination</p> <ul style="list-style-type: none"> • Ensuring all patients are booked into an appointment prior to vaccination, using accuBook (appointment database.) • Confirming the previous covid vaccinations received by the patient and the intended booster dose. <p>Post-Vaccination</p> <ul style="list-style-type: none"> • Using the patient information forms provided by the patient and clinician to input all data into evac (patient database.) • If unable to locate the patient on the system, retaining the patient information form and escalating to a senior administrator. • Ensuring all files are saved.
Skills, experience and attributes required	<ul style="list-style-type: none"> • Have a helpful and caring manner and able to offer a warm welcome to patients when they approach. • Good communication skills with an ability to respond to issues if they arise. • Reliable and trustworthy and able to respect confidentiality, as you might have access to sensitive information. • Ability to work on own initiative and with a high volume of data. • Due to the nature of the role, volunteers will need to be 18+.
What is in it for you	<ul style="list-style-type: none"> • Learning administrative skills. • Learning to use recognized NHS systems. • Building confidence due to talking to a huge variety of different people. • Being a part of the vaccination programme by ensuring that as many Sutton residents as possible have access to their Covid-19 booster and flu vaccination



DBS requirements	<ul style="list-style-type: none"> • A DBS will be required for this role. • Volunteer Centre Sutton can request this on your behalf.
Driving license requirements	<ul style="list-style-type: none"> • No driving license is required for this role.
Volunteer expenses	<ul style="list-style-type: none"> • Expenses can be claimed. Further details will be provided during the application process.
Induction and training process	<ul style="list-style-type: none"> • Each volunteer role will have bespoke training. This will involve online modules to work through and in some instances on-site face to face training. This will be confirmed upon application.
Support available	<ul style="list-style-type: none"> • Briefings and de-briefings are given at the start and end of every shift. • There is always a member of NHS staff on hand to answer any questions and to help you in your role, to discuss any questions, concerns or feedback that you might have. • There will be a volunteer coordinator who can be contacted outside of shifts for any concerns, shifts that you cannot make or any other matters relating to your role.
What to do if you are interested	<ul style="list-style-type: none"> • Please fill out the online application form here: Vaccination Site Volunteering Application Form. • Thank you for your interest. We will be in touch as soon as possible with further information about the role and what happens next!
Additional Information	<ul style="list-style-type: none"> • Twice weekly lateral flow tests will be required for this role. • PPE appropriate to the role will be provided.