

St Elizabeth Hospice

Volunteer Role Description



Role: Receptionist

Location: St Elizabeth Hospice

Staff Member Link: Reception Co-Ordinator

Purpose of Role and Service

To be the first point of contact for all visitors and callers to the hospice, ensuring a warm welcome to visitors, volunteers and staff.

Key Activities

- To familiarise yourself with up to date reception information, especially the 'be aware' and the daily patient list
- To greet all visitors to the hospice, ensuring that their arrival and departure is logged in the visitors' book.
- To adhere to the reception values
- To ensure all staff and volunteers are wearing an identification badge, asking anyone who does not have a badge to wear a temporary badge by using the appropriate signing in and out procedure
- To ensure visitors comply with the most up to date infection control procedures
- To 'handover' any important information from your shift to the next receptionist on duty
- To not divulge any information about any patient, member of staff or volunteer, not even to a known relative
- To answer all calls in a timely and helpful manner using the switchboard
- To assist office staff on an ad-hoc basis with clerical duties although this should not impinge on your principal task of greeting visitors and answering the telephone
- To accept appropriate donations in accordance with the Reception Instructions, liaising with the Reception Co-ordinator where necessary

Organisational Responsibilities

- To work within the policies of the hospice and act within Care Standards at all times
- To uphold the hospice and individual team values at all times
- To ensure effective use of resources
- To participate in the hospice education programme and attend training courses as required
- To respect at all times the confidentiality of information covering patients, staff and volunteers
- To play an active part in the development and maintenance of good relationships with all who have business with the hospice
- To promote the hospice Philosophy of Care towards patients, relatives and visitors
- Generally to contribute towards ensuring a safe environment for all persons on the premises
- Because of the special nature of the hospice and its work you may on occasion be asked to undertake other duties to help maintain our high standard of care

Volunteers are required to respond positively to all reasonable instructions given by Link Members or other members of hospice staff. While volunteer suggestions and opinions are always welcomed, the responsibility for operational and strategic decisions lies with the hospice management.

Personal Qualities

Attributes	Essential/Desirable	Qualification and training to be provided
Skills and Abilities	E - Good communication skills at all levels, both written and verbal D - Switchboard D - Previous reception or customer service skills E – IT skills	
Knowledge & Experience	E - GCSE level or equivalent office/administration environment D - Previous experience in a healthcare setting	
Attitudes and Values	E - Outgoing, warm personality E - Ability to multi task and stay calm under pressure and in difficult circumstances D - Able to use own initiative D - Efficient and well organised	
Qualifications, Training		eLfh Modules - Roles and Responsibilities of a Volunteer, Communications for Volunteers, Health, Safety and Infection Prevention and Control for Volunteers, Data Security Awareness for Volunteers, Conflict Resolution for Volunteers, Fire Safety for Volunteers, Equality, Diversity and Human Rights for Volunteers, Moving and Assisting for Volunteers, Safeguarding Adults for Volunteers. Ihasco modules - Customer Service