

Role: Receptionist
Location: St Elizabeth Hospice
Staff Member Link: Estates Manager

Volunteers are asked to follow the hospice aims and values

- One Team, One Community
- Learning Never ends
- Compassion Takes Courage
- Every Moment Matters



Role summary

To be the first point of contact for our patients, their families, all visitors and telephone callers to the hospice, ensuring a warm, professional welcome.

What you will be doing:

Key activities include but are not limited to the following:

- To greet all visitors to the hospice in the same warm, friendly, professional manner.
- To familiarise yourself with all information relevant to your shift, including the computerised IPU and CCU patient lists and the on-line calendar for any non-patient visitors expected.
- To answer all incoming telephone calls in a timely, professional, manner, using the computerised switchboard
- To use the Reception email account to messages colleagues and pass on relevant information to other teams within the hospice
- To assist visitors in complying with the most up to date Visitor's Agreement.
- To assist colleagues with administration duties, if time allows during your shift.
- To accept and receipt financial donations, in accordance with hospice procedure.
- To accept deliveries and inform recipients in accordance with hospice procedure.

What we ask of our volunteers:

- 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 be friendly and approachable and work as part of a team
- To be committed and reliable
- Some roles require a DBS check

The benefits to you:

- Experience working with a forward-thinking charity
- A sense of satisfaction and pride for helping to make a valuable difference
- Giving back to society and supporting local people
- Assist in developing skills and knowledge
- Meet new people
- Basic training will be provided and any additional role specific training as necessary.

Your skills and attributes:

- You will be a warm and welcoming person with good communication skills.
- An organised approach to working with an attention to detail.
- Knowledge of general office duties including good IT skills.
- You will have good people skills and be able to deal with difficult circumstances possibly with people who are stressed and upset.