

VOLUNTEER ROLE DESCRIPTION

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| Role Title | Volunteer Hospice Receptionist |
| Location | Thanet - Ramsgate Road Margate, CT9 4AD |
| Time Commitment | Shifts normally last between 2 and 4 hours |
| Responsible To | Hospice Services Manager |
| Shift Times | 9.30am -1.00pm; 1.00pm – 4.00pm; 4.00pm to 6.00pm; 6.00pm – 8.00pm |

PURPOSE OF THE ROLE

Pilgrims Hospice in East Kent provides care and support for patients and their families who are living with a life limiting illness. This care and support is provided in our hospices and in the community by a multi-professional team and supported by volunteers.

Patients, visitors, staff, contractors are welcomed to the hospice by our team of friendly, welcoming and proficient receptionists. Our hospice receptions are open between 10.00am until 8.00pm.

Receptionists ensure the smooth running of the reception area, carrying out a variety of tasks and are people's first point of contact at the hospice site. This busy, but varied and interesting volunteer role includes a range of tasks and activities which makes a positive difference to patients, families and visitors, as well as the wider hospice staff team.

Working as part of a team, we are looking for people to join our hospice team taking up a regular shift or to provide occasional cover.

KEY DUTIES AND RESPONSIBILITIES

Our Thanet Hospice has one reception area and receives visitors, patients and contractors for both our Inpatient Unit and also our Wellbeing Centre and for Outpatient Appointments:

Main Hospice Reception Tasks

- Welcome and ensure all visitors and patients are looked after on point of entry to the hospice.
- Have friendly conversations with our visitors, families and contractors to make them welcome but knowing boundaries and when to ask for help from appropriate staff members.
- Follow the agreed process for receiving visitors and ensuring security of our premises.
- Sign in contractors using the agreed process.
- Take in deliveries to the hospice and notify the relevant staff members of their arrival.
- Deal sensitively and discreetly with Funeral Directors and families collecting personal belongings or death certificates
- Process donations brought into Reception using the agreed process.
- Take opportunities, as appropriate, to promote the Lottery scheme and associated products.
- Process the sale of merchandise and lottery tickets through the tills, cash and credit/debit cards.
- Process the sale of raffle tickets relating to fundraising events.
- Close and balance the till at the end of a shift.
- Ensure effective liaison with the Ward Support volunteers.
- Assist with people using vending machines and report any issues or replenishments needed to the kitchen.

Wellbeing Centre and Outpatient Reception Tasks

- Welcome and give direction to patients and visitors to the Wellbeing Centre and those attending outpatient appointments.
- Offer teas and coffees to people waiting to attend Wellbeing Centre and outpatient appointments and activities.
- Ensure the Wellbeing Practitioners and Clinical teams know when a patient or visitor arrives for the Wellbeing Centre or an outpatient appointment.
- Provide support to outpatient patients in completing the IPOS form, as required.
- Liaise with Counsellors, Complementary Therapists and Physio teams for appointments and visitors due to attend their services.
- Ensure an effective handover between shifts.

Administration Support

- Support the fundraising and other hospice teams with basic administration tasks, including making up Wellbeing Centre, Referral and Admission Packs; placing letters in envelopes ready for posting and stapling and stamping Blue Badge applications.

General Activities

- Keep the reception area clean and tidy clearing away used crockery.
- Keep up to date with hospice services, activities and events to be able to assist with general enquiries including having an awareness of services outside of the building including retail and community services.
- Assist new volunteers with shadow shifts and training.
- Ensure an effective handover to the next shift.
- Be professional, positive and welcoming at all times, assisting and directing visitors to the services they require.

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| <ul style="list-style-type: none"> • Have an awareness of non-verbal communications and offer support, for example a distressed visitor may need to be found a quiet space or offered a cup of tea and further help sought as required. • Follow current infection control guidelines. |
| KEY EXPERIENCE, SKILLS & ATTRIBUTES |
| <ul style="list-style-type: none"> • A commitment to the ethos of the charity • Able to work effectively as part of a team • Professional and presentable • A caring and considerate manner • Excellent organisational skills • Reliable and trustworthy • Excellent communication and customer service skills • To have a professional, caring, calm and considerate manner • An ability to use own initiative • To be able to remain calm under pressure • To be non-judgemental and empathetic • Personal resilience – to be able to volunteer in what can on occasions be an emotionally challenging environment. • An understanding of working within strict boundaries and able to maintain confidentiality at all times • Some basic administration and IT skills, including using an iPad. • Some cash handling experience |
| ESSENTIAL TRAINING REQUIREMENTS |
| <ul style="list-style-type: none"> • Pilgrims Hospices' Induction & Core Training • Health & Safety training • Role specific training • Any other statutory and mandatory training considered relevant to the role • Customer Service • Sage and Thyme – a foundation level communication skills workshop, to help notice and respond to those in distress • Local induction training and site/service awareness |
| WHAT WE OFFER |
| <ul style="list-style-type: none"> • A rewarding role as the first point of contact, often people can be wary of entering the hospice, but you will encourage them and they will soon realise they are safe. As the receptionist you will find families will often come out to talk to you and there will be the opportunity to engage with them. • An opportunity to support your local hospice. • Comprehensive training and support • Customer service experience • An opportunity to volunteer within the health and care sector • A clean and welcoming environment • A chance to help further by supporting our fundraising events and activities • Free tea and coffee • A friendly team to work alongside and support each other |
| OUR RESPONSIBILITIES TO YOU |
| <ul style="list-style-type: none"> • To provide effective induction and training • To provide you with regular support • To actively listen and respond to any concerns and worries regarding the role • To communicate regularly and effectively with you • To value your enthusiasm, willingness and expertise • Pilgrims Hospices will want to ensure that applicants have had the time and space to grieve if they have experienced a recent bereavement and, if relevant, this will be discussed a part of the recruitment process |
| YOUR RESPONSIBILITIES TO US |
| <ul style="list-style-type: none"> • To engage positively with the training and support provided • To act within the scope of your volunteering role at all times • To maintain confidentiality at all times • To adhere to infection control procedures • To seek help and support when needed • To share comments or concerns in a timely way; that promotes early resolution and avoids misunderstandings • To contribute to any evaluation and/ or audit required to review and improve the service • To inform the Hub/HSM of unavailability for scheduled duties-with ideally 24hours notice. • To abide by the required dress code |