

VOLUNTEER ROLE DESCRIPTION

Role Title	Volunteer Receptionist
Location	Ashford Hospice, Hythe Road, TN24 0NE & Thanet Hospice, Ramsgate Road, CT9 4AD
Days/Hours	Evening & Weekend Shifts are currently available
Responsible To	Hospice Services Manager

PURPOSE OF THE ROLE

It is vitally important that all of our visitors see a welcoming face when they come to our Hospices. As a Volunteer Receptionist you will be that first port of contact and an information point for visitors to the Hospice. You will also support the smooth running of the reception area in general and the coffee shop service.

KEY DUTIES AND RESPONSIBILITIES

(Please note that duties may vary slightly between Ashford and Thanet)

- ◇ To welcome all visitors to the Hospice in a polite, courteous and professional manner
- ◇ Deal with enquiries efficiently and professionally or signpost to relevant member of staff
- ◇ To escort visitors to their destination as appropriate
- ◇ To provide visitors with further information about the Hospice and its services
- ◇ To make tea and coffee and serve to patients on the inpatient unit, to visitors and families.
- ◇ Provide water and fill water jugs to the patients on the inpatient unit.
- ◇ To assist with serving meals to patients
- ◇ Take orders for the coffee shop.
- ◇ Clear away and keep tidy the crockery in the patient lounges and coffee shop.
- ◇ To answer the reception telephone and transfer calls to the appropriate member of staff
- ◇ Ensure that accurate messages are recorded and passed on in a timely manner
- ◇ To receive and record donations from members of the public, receipting all cash and cheque donations as per Hospice procedures
- ◇ Operate the till gift shop sales and cash up in accordance with till readings at the end of each shift and place takings in the safety box
- ◇ Safely take in deliveries.
- ◇ Train and mentor new volunteers
- ◇ Assist admin, fundraising and nursing staff with tasks as and when required
- ◇ Ensure effective handover to incoming volunteers for next shift
- ◇ Keep the reception and coffee shop areas secure, clean and tidy
- ◇ Attend training sessions as and when required
- ◇ To attend the Hospice during the agreed shift time and to notify the local Volunteer Coordinator in good time if you are unable to attend for any reason

KEY EXPERIENCE, SKILLS & ATTRIBUTES

- ◇ Committed to the ethos of the charity, being a positive and proactive representative of Pilgrims Hospices
- ◇ Good communication and interpersonal skills
- ◇ Able to work as part of a team
- ◇ Flexible with the ability to multi-task
- ◇ Conscientious and committed to providing a high quality service
- ◇ Able to demonstrate patience and sensitivity when responding to different and difficult situations
- ◇ Smart appearance, reliable, motivated and enthusiastic
- ◇ Pleasant and approachable with a positive attitude
- ◇ Ability to maintain confidentiality at all times
- ◇ Accept supervision and guidance from staff as appropriate
- ◇ Respectful of others and their diversity
- ◇ **Please note that the role will require time being spent within the Inpatient Unit, and volunteers are required to be 'bare below the elbows' for this element of the role.**

ESSENTIAL TRAINING REQUIREMENTS
<ul style="list-style-type: none">◇ Organisational Induction◇ Health and Safety◇ Role specific training◇ Shadow Shifts◇ Sage & Thyme◇ Any other statutory and mandatory training considered relevant to the role
WHAT WE OFFER
<ul style="list-style-type: none">◇ A friendly environment in which to volunteer◇ An opportunity to make a positive difference within your community◇ A chance to meet new people and create friendships◇ To be able to use professional skills for the benefit of others◇ A chance to develop your CV