

VOLUNTEER ROLE DESCRIPTION

Role Title	Volunteer Hospice Receptionist – Main Reception
Location	Ashford & Thanet Hospices
Time Commitment	Shifts normally last between 2 - 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

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.
- Take coffee shop orders and liaise with the catering team to fulfil orders.
- Make refreshments for coffee shop customers, or assist as needed those wishing to help themselves.
- 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.

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.

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.
- 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.

<ul style="list-style-type: none"> 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 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 <p>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</p>
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

