

ROLE DESCRIPTION

Volunteer Receptionist

Location: - Canterbury

Reporting to:- : Volunteer Reception Administrator

General

Pilgrims Hospices in East Kent have units in Canterbury, Margate and Ashford. Each unit has in-patient and Day Hospice facilities, supported by a full multi-professional team. The Hospice also has associated companies, i.e. the Lottery office and Hospice Shops, and employs almost 400 staff and is supported by over 1000 volunteers.

Main Purpose of Role

To meet and greet and assist new patients and visitors to the Hospice and perform essential tasks for the well-being of both, thereby assisting trained staff by allowing them more time to fulfil the role which require their professional skills

Primary Responsibilities of Role

- 1) Welcoming and assisting both new patients, relatives and visitors
- 2) Providing non-medical information to visitors
- 3) Providing refreshments for patients and visitors
- 4) Ensuring and assisting visitors and staff to comply with standard procedures
- 5) Taking and recording donations to the Hospice
- 6) Selling and recording merchandise available at the premises
- 7) Assisting medical staff when required
- 8) Answering personal & telephone enquiries and connecting callers to the appropriate staff member.
- 9) To cover essential duties of other volunteer roles, in their absence
- 10) Provide limited administration tasks for other members of staff

Personal Skills & Attributes

- 1) Excellent inter-personal and communication skills
- 2) Strong desire to help others
- 3) Ability to work as part of a team and on occasion have responsibility to work alone

Target Hours

Reception shifts are covered at the following times, seven days a week:

4.00 pm – 6.00 pm

6.00pm – 8.00 pm

All potential applicants will need to:

- 1) Obtain and complete a standard application form (available from the Pilgrims Hospice web-site or from the appropriate Hospice. (www.pilgrimshospices.org))
- 2) Be interviewed by a staff member and receive induction training.
- 3) Complete a number of shifts shadowing experienced volunteers.

