

## VOLUNTEER ROLE DESCRIPTION

<b>Role Title</b>	Volunteer Receptionist
<b>Location</b>	Canterbury
<b>Time Commitment</b>	Monday to Sunday shifts : 9.00am – 12pm, <b>12.00 – 3.00pm (urgently needed)</b> , 3pm – 6pm, and <b>6pm -8pm (urgently needed)</b> .
<b>Responsible To</b>	Sam Churchyard, Hospice Service Manager

<b>PURPOSE OF THE ROLE</b>
<p>The Volunteer Receptionist plays a vital role in creating a welcoming, supportive, and professional first point of contact for all visitors, patients, and staff at Pilgrims Hospices. This role helps ensure the smooth running of reception, coffee shop, and visitor services while supporting patients, families, staff, and fellow volunteers.</p>
<b>KEY DUTIES AND RESPONSIBILITIES</b>
<ul style="list-style-type: none"> <li><input type="checkbox"/> Welcome all visitors to the Hospice in a polite, courteous, and professional manner.</li> <li><input type="checkbox"/> Act as the first point of contact, dealing with enquiries efficiently and professionally, and signposting visitors or queries to the appropriate member of staff.</li> <li><input type="checkbox"/> Provide visitors with accurate information about the Hospice and its services and direct them to their destination as required.</li> <li><input type="checkbox"/> Answer the reception telephone, transfer calls appropriately, and ensure accurate messages are recorded and passed on in a timely manner.</li> <li><input type="checkbox"/> Receive and record donations from members of the public, issuing receipts for all cash and cheque donations in line with Hospice procedures.</li> <li><input type="checkbox"/> Process all coffee shop and merchandise sales, cash up in accordance with till readings at the end of each shift and securely deposit takings in the cash drop box.</li> <li><input type="checkbox"/> Take food orders from visitors and liaise effectively with Catering staff.</li> <li><input type="checkbox"/> Maintain clear and accurate handover communication for volunteers starting the following shift.</li> <li><input type="checkbox"/> Keep reception and coffee shop areas secure, clean, and tidy at all times.</li> <li><input type="checkbox"/> Assist administrative, fundraising, and nursing staff with tasks as required.</li> </ul>

Support the induction and mentoring of new volunteers when requested.

Attend training sessions as required to maintain skills and knowledge.

#### **KEY EXPERIENCE, SKILLS and ATTRIBUTES**

Strong communication and interpersonal skills, with the ability to interact professionally with visitors, volunteers, and staff.

Ability to work effectively as part of a team and follow guidance from Hospice staff as appropriate.

Demonstrates patience, sensitivity, and empathy when responding to a range of situations, including those that may be challenging or emotional.

Committed to delivering a high-quality service with a conscientious and reliable approach.

Ability to maintain confidentiality at all times in line with Hospice policies and procedures.

Flexible and adaptable, with the ability to manage multiple tasks as required.

Respectful of others, valuing diversity and promoting an inclusive environment.

Presents a smart appearance and demonstrates a positive, approachable, motivated, and enthusiastic attitude.

#### **ESSENTIAL TRAINING REQUIREMENTS**

Completion of induction training, including Hospice values, policies, and procedures.

Attendance at a Health and Safety briefing.

Confidentiality and data protection awareness training.

Role-specific training covering reception duties, visitor support, and the handling of donations.

Ongoing support, supervision, and refresher training as required.

Regular reviews to discuss progress and identify any additional training or development needs.

#### **OUR RESPONSIBILITIES TO YOU**

Ensure your volunteering environment is safe and that you are covered by appropriate insurance.

- Provide all necessary training, support, and guidance to help you succeed in your volunteer role.
- Communicate primarily via email regarding your volunteering role, updates, and upcoming events.
- Address any concerns or difficulties promptly, fairly, and with care.
- Value your contributions and treat you with respect, considering your individual needs, preferences, and skills.
- Keep you informed about any changes that may affect your volunteering and communicate in line with data protection requirements.
- Welcome your feedback and suggestions, taking them seriously to help improve the volunteer experience.

#### **YOUR RESPONSIBILITIES TO US**

- Protect all information encountered during your volunteering by maintaining confidentiality, using it only for your volunteer role, and following Pilgrims Hospices' data protection policies and legal requirements.
- Uphold Pilgrims Hospices' CODE values (Compassion, Openness, Dynamic, Empowerment), treating patients, families, the public, staff, and fellow volunteers with kindness and respect.
- Carry out all agreed tasks to the best of your ability, following Pilgrims Hospices' guidelines, policies, and procedures.
- Attend all essential training sessions, including mandatory or statutory training, as outlined by your Line Manager.
- Notify your Line Manager promptly if you are unwell, on holiday, or otherwise unable to attend your shift.
- Keep your Line Manager informed of any changes to personal details, including contact information, health status, or criminal convictions.
- Refrain from making public statements or communicating with the media on behalf of Pilgrims Hospices without prior approval from the Communications Team.

#### **WHAT WE OFFER YOU**

- ☐ Volunteer in a fun, welcoming, and supportive environment.
- ☐ Opportunity to learn new skills.
- ☐ The chance to meet new people, build interpersonal skills, and grow in confidence.