

Volunteer Role Description – Main Reception Lunchtimes

Arthur Rank Hospice is committed to inclusivity, respect, fairness, engagement and equality of opportunity for our patients and their families, our staff and trustees, our volunteers and our supporters. We value the strength that comes with difference and the positive contribution that diversity brings to our community. We want to ensure that our process and volunteering experience is as accessible as possible so please do let us know if we can support you in any way.

Role Title: Reception Volunteer

Location: Main Reception

Reporting to: Receptionist

Will this role require a DBS check? Yes, standard

Shifts: 1.5 hours Monday-Friday around 11-1 dependant on the Receptionists lunchtime. Shifts are weekly, fortnightly or on an ad-hoc basis. For ad-hoc we expect a minimum commitment of 1 shift covered per month, this will likely be when volunteers and staff are on holiday or have other commitments.

Is there a minimum age requirement for this role? Yes, 17

Aim: To provide a welcoming and accessible environment to all the visitors and callers to the hospice through helping to cover the reception desk, answer telephones, take messages or refer to the appropriate department.

About Reception:

The Reception desk is the heart of the Hospice building. The Receptionist welcomes everyone who walks through our doors, making them feel more at ease. Our Bistro is open to the public so we see a huge range of people in the Hospice. It's this that helps give the Hospice it's warm and friendly atmosphere.



Main Responsibilities

- To undertake receptionist duties and receive all patients and visitors in a welcoming, pleasant and helpful manner, acting as an ambassador for the hospice
- To welcome visitors and patients to Arthur Rank Hospice. Ensure visitors to the IPU sign in at the IPU desk down the corridor.
- To record messages, unanswered queries or unresolved problems in the reception message book
- To receive, re-direct and make telephone calls in a prompt, polite and courteous manner, taking any necessary action or taking accurate messages as required, referring these to the appropriate person
- To show visitors where they may wait and direct to toilets including disabled toilets
- To inform nursing staff of imminent arrival of patients for admission or transport, to welcome patients arriving for admission
- To be ready to fetch a wheelchair for any visitor requiring one
- To sell merchandise that is at reception and make sure money is secure at the end of the shift if applicable
- To complete any administration tasks as requested by staff

You will have full training before you begin volunteering on your own

General Responsibilities

- Telephone the Hospice as soon as possible if unable to fulfil your commitment so that replacement cover can be arranged.
- Maintain strict confidentiality at all times
- To support the Hospice in its aims and missions
- Attend or contribute to volunteer meetings whenever possible
- To adhere to the Volunteer policies and procedures set out in your training and induction

Benefits of volunteering in this role

- An opportunity to make a difference and support your local community
- Develop new skills and experiences to add to your CV or University application
- An opportunity to be part of a professional team and contribute to a very worthwhile cause
- Training and induction relevant to the role
- Reasonable out of pocket expenses will be reimbursed

Person Specification

Applicable to all roles	Role Specific
To be non-judgemental, kind and compassionate in all your interactions	Excellent telephone manner
To ensure you maintain confidentiality	Able to respect patients / visitors confidentiality
To adhere to the boundaries of a volunteer role	Good communication & interpersonal skills
To be proactive in seeking support or supervision when needed	Able to record messages
	Confidence to deal with enquiries on phone and in person

