

## Role – Weekend Receptionist

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.

Would you like to apply for this role?

Go to <https://www.arhc.org.uk/join-us/volunteer-opportunities/>, click a role and select 'apply now' to apply online

**Aim:** To provide a welcoming out-of-hours reception service for all patients and visitors to the hospice

**Reporting to:** Bistro staff

**Shifts:** 10-1 and 1-4

**Will this role require a DBS check?** Yes, standard

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

### 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 unlock and close the main door at the beginning and end of your shift (if not handing over to another volunteer)
- To take the phone off divert when starting the shift and putting it back on divert at the end of your shift
- To welcome visitors and patients to Arthur Rank Hospice. Ensure visitors to the IPU sign in at the IPU desk
- 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 ascertain from nursing staff whether patients are available for visiting and to show visitors round if appropriate
- 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 raise any concerns about a patient/visitor or service to the Ward Sister on duty
- To sell merchandise that is at reception and make sure money is secure at the end of the shift
- Cover the IPU reception desk when there is no ward clerk
- 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 Centre 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 Charity 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**

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

If you're interested, please email or phone our Volunteer Team at: [volunteer@arhc.org.uk](mailto:volunteer@arhc.org.uk)  
01223 675872

