

Role – IPU Reception (Out-of-Hours)

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 'Apply Now'

Aim: To provide a welcoming, reception service for patients and visitors

Role Title: IPU (In-patient Unit) Reception (Out-of-Hours)

Location: Reception - IPU

Reporting to: IPU Lead Nurse

Shifts: Monday-Friday 5pm-7pm

Will this role require a DBS check? Yes, standard

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

What is the IPU Reception?

The IPU is our In-patient Unit, where patients stay with us for overnight care. Our Main Reception is closed after 5pm so our volunteers join us on the IPU Reception from 5-7pm to ensure visitors and patients receive a warm welcome when they arrive. You will help people sign in and out, answer the phone and respond to queries. You are never expected to deliver bad news or share personal details about patients, these conversations are left to trained staff. You do however support clinicians by freeing them up to do what they do best – looking after our patients! By supporting us on reception you ensure our staff can focus on their patients and our visitors receive a friendly welcome into our ward.



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. Including opening the out-of-hours door and main IPU door
- To record messages, unanswered queries or unresolved problems in the IPU diary
- 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 and lounge
- To inform nursing staff of imminent arrival of patients for admission, to welcome patients arriving for admission
- To be ready to fetch a wheelchair for any visitor requiring one
- To inform staff of the arrival of transport for relatives or patients
- Complete admin tasks as required e.g. packs, photocopying etc.
- To raise any concerns about a patient/visitor or service to the Ward Sister on duty

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	Good communication & interpersonal skills
To adhere to the boundaries of a volunteer role	Able to record messages
To be proactive in seeking support or supervision when needed	Confidence to deal with enquiries on phone and in person

If you're interested, please head to our website at <https://www.arhc.org.uk/join-us/volunteer-opportunities/> to apply online

