



VOLUNTEER ROLE DESCRIPTION

VOLUNTEER TITLE: Evening Main Reception Volunteer

VOLUNTEER LINK: LEEANNE NICOL

Aims:

To provide a warm welcome and efficient reception service for patients and their families, staff, volunteers and visitors

When / Where:

Monday to Fridays: 4.30 pm - 7.30pm
Main Reception – Hospice main site (Gosforth)

Main Tasks:

- To meet and greet families and visitors of patients from our adult in patient ward
- Ensuring all visitors sign in and out appropriately complying with fire safety regulations
- Answering and forwarding phone calls to the Adult In Patient Ward and other hospice staff and teams.
- Ensuring all visitors are guided through and comply with Covid-19 infection control measures.
- Taking payment for staff meals

Due to the role being an evening shift, it will predominantly involve the meeting and greeting of families and visitors. However, there could be some occasional extra roles to include:

- Accepting deliveries and collections of goods
- Processing incoming donations of cash / cheques from visitors
- Assisting some of the hospice teams with occasional jobs such as envelope stuffing and mailshots.

Personal Qualities / Skills / Experience:

- Ability to demonstrate St Oswald's Hospice values (Caring and Compassionate / Accountable and Authentic / Positive and Can Do / Excellence and Innovation / Safe and Supportive.
- Friendly and approachable
- Organised and adaptable
- Clear and effective communication
- Sensitivity and commitment to confidentiality

Essential Processes/ Training (Internal Info):

- Recruitment Pathway *[On-site]*
- Minimum Age *[18+ due to lone working]*
- DBS check required *[Enhanced]*
- Health & Safety Training Online *[non-clinical]*
- Online Training – Blue Stream *[non-clinical]*



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- Additional training specific to role