



## **VOLUNTEER ROLE DESCRIPTION**

**VOLUNTEER TITLE:** Main Reception Volunteer

**VOLUNTEER LINK:** Leeanne Nicol

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### **Aims:**

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

### **Where:**

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
- 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]*
- Additional training specific to role