

VOLUNTEER ROLE DESCRIPTION

VOLUNTEER TITLE: Main Reception Volunteer

VOLUNTEER LINK: Claire West

Aims:

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

When / Where:

Monday to Fridays (12:30pm – 1:30pm)
Saturday and Sundays (9am – 1pm / 1pm – 5pm)
Main Reception – Hospice main site (Gosforth)

Main Tasks:

- Answering and forwarding phone calls
- Responding to a wide range of enquiries via telephone, email and in-person.
- Processing messages / managing appointments and booking / record keeping.
- Ensuring all visitors sign in and out appropriately complying with fire safety regulations
- Ensuring all visitors are guided through and comply with Covid-19 infection control measures.
- Processing incoming and outgoing post.
- Accepting deliveries and collections of goods.
- Processing incoming donations of cash / cheques.

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):

- DBS check (Enhanced)
- Health & Safety Online Training (Non clinical)