



## **VOLUNTEER ROLE DESCRIPTION**

**VOLUNTEER TITLE: Reception Volunteer (Day Services)**

**VOLUNTEER LINK: Caroline Scott (Outpatients Receptionist)**

---

**Aims:** To support a welcoming, efficient and safe service in Day Services through administrative tasks and reception presence.

### **When / Where:**

- Mondays / Tuesdays / Wednesdays - 9am – 1pm OR 1pm – 5pm
- Thursdays 1pm – 5pm
- Fridays 9am – 1pm

Onsite (Gosforth)

### **Main Tasks:**

- Welcoming patients and visitors to Outpatients or Focus On Living areas
- Processing messages
- Processing appointment letters and patient information packs
- Appointment coordination
- Appointment reminder phone calls
- Generalist, ad-hoc administrative tasks (scanning, photocopying etc)

### **Personal Qualities / Skills / Experience:**

- Attention to detail
- Confident IT user
- Friendly and approachable
- Confident and clear communication
- Calm in challenging circumstances
- Flexible and adaptable approach to evolving priorities and tasks
- Ability to model our Values and People Charter:  
<https://www.stoswaldsuk.org/who-we-are/our-values-and-people-charter/>

### **Essential Processes/ Training (Internal Info):**

- Mandatory Training (Non-Clinical)
- DBS Check (full / enhanced)
- Smartcard / Access to System One Required