



## VOLUNTEER ROLE DESCRIPTION

**VOLUNTEER TITLE:** Reception Volunteer (Ward)

**VOLUNTEER LINK:** Receptionist

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### Aims:

To provide a friendly and efficient reception presence for patients and visitors and support the effective running of the Ward Office (Adult Inpatient Unit) through administrative tasks

### When / Where:

5pm - 7pm (Tuesday / Wednesday / Friday / Saturday / Sunday)  
Main site (Gosforth) – Adult Inpatient Unit

### Main Tasks:

- Telephone work (answering the phone, taking messages for staff, alerting staff if advice line rings etc)
- Answering the patient entrance door
- Responding to queries at the Ward Office from patients and visitors
- Booking visitors into time slots
- Tidying Ward office at the end of the day
- Generalist office admin tasks (photocopying, preparing new patient files)

### Personal Qualities:

- Organised and reliable
- Effective communication skills
- Able to maintain confidentiality at all times
- Comfortable working in a patient-facing environment
- Commitment to our Values and People Charter  
<https://www.stoswaldsuk.org/who-we-are/our-values-and-people-charter/>

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

- DBS check (*ENHANCED CHILDREN & ADULTS*)
- Mandatory Training (*NON CLINICAL*)