

VOLUNTEER ROLE DESCRIPTION

VOLUNTEER TITLE: 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 (12:30pm – 1:30pm)

Saturday and Sundays (9am – 1pm / 1pm – 4.30pm)

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):

- ☐ Recruitment Pathway *[On-site]*
- ☐ DBS check required *[Enhanced]*
- ☐ Health & Safety Training Online *[non-clinical]*
- ☐ Online Training – Blue Stream *[non-clinical]*
- ☐ Additional training specific to role