

VOLUNTEER ROLE DESCRIPTION

VOLUNTEER TITLE: Reception Volunteer (Day Services)

VOLUNTEER LINK: Caroline Scott (Outpatients Receptionist)

Aims: To support the smooth and efficient running of the department by providing a welcoming first point of contact for patients and visitors attending day services. This includes responding to enquiries and carrying out administrative tasks that support staff and help to deliver an efficient and effective service

When / Where:

- Outpatient Department is open 9-5pm Monday to Friday excluding Bank Holidays
- Outpatient Reception is open from 8.30-4.30

Main Tasks:

Patient & Visitor support

- Support the reception team by welcoming patients and visitors to the department
- 'Book in' patients attending the lymphoedema service on SystmOne
- Contact the Focus on Living Centre when patients arrive
- Welcome visitors on arrival, confirm who they are here to see and contact the relevant staff member to inform them their visitor has arrived
- Receive deliveries and notify staff

Reception & Communication

- Answer incoming calls and handle basic enquiries
- Take and relay messages to the appropriate staff or departments
- Ensure attendance is recorded accurately and promptly to support smooth departmental flow
- Inform staff of any concerns, delays or issues affecting patients or visitors experience

Administrative Assistance

- Keep the reception area tidy, organised and safe

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- Assist with simple tasks such as:
Sorting outgoing mail
Photocopying including patient information leaflets, packs etc
Booking NEAS transport and taxis as requested
Directing enquiries
Selling goods available on reception

Personal Qualities:

- Identifies with St Oswald's Hospice Values and People Charter
<https://www.stoswaldsuk.org/who-we-are/our-values-and-people-charter/>
- Confident IT user
- Friendly & approachable
- Confident & clear communication
- Flexible & adaptable approach to evolving priorities and tasks

Benefits:

- Volunteering at St Oswald's Hospice gives you the opportunity to make a difference to people at a difficult time in their lives and to support your local community.
- A chance to develop new skills, experiences and knowledge.
- SystemOne Training
- A chance to meet new people and be part of a friendly team.
- Reimbursement of your travel expenses.
- The support of a Volunteer Link who is an experienced member of the team.

Essential Processes/ Training (Internal Info):

- Recruitment Pathway *On-site*
- Minimum age [18]
- DBS check required *Enhanced DBS Check*
- Health & Safety Training Online
- SystemOne Training
- Telephone system Training
- Training on use of equipment such as photocopier & franking machine
- NEAS booking System Training
- Available on Volunteer to Career pathway *[Yes/No]*
- Smartcard Required *[Yes]*
- Home Working Risk Assessment *[if applicable]*