

## **VOLUNTEER ROLE DESCRIPTION**

**VOLUNTEER TITLE: Main Reception Volunteer**

**VOLUNTEER LINK: Leeanne Nicol**

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

**When / Where:** Evenings (16:30pm – 19:00pm)  
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
- Operate the till to process payments for gift shop purchases and staff meals, ensuring accurate transactions and a positive experience for visitors and colleagues.
- Processing incoming and outgoing post.
- Accepting deliveries and collections of goods.
- Processing incoming donations of cash / cheques.

### **Skills and Experience:**

- Strong communication and people skills
- Good organisational and administrative skills
- Attention to detail and reliability
- Sensitivity and commitment to confidentiality

### **Personal Qualities:**

- Calm under pressure in a busy or emotionally charged environment.
- Compassion and kindness, aligned with hospice care values.
- Flexibility and adaptability, responding to changing priorities throughout the day.
- Teamworking, working closely with clinical staff, volunteers and management.
- Identifies with St Oswald's Hospice Values and People Charter  
<https://www.stoswaldsuk.org/who-we-are/our-values-and-people-charter/>

### **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.

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- A chance to develop new skills, experiences and knowledge.
- 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 *[Yes]*
- Health & Safety Training Online *[Non-clinical]*
- Additional training specific to role:  
Relevant reception training to cover the role.  
Care at St Oswald's (optional)