

St Helena Hospice Volunteers

VOLUNTEER ROLE DESCRIPTION

Role Title	Volunteer Receptionist
Department/Shop	Patient and Family Services
Location	Joan Tomkins Centre, Myland Hall
Reporting To	Head of Department

Volunteering at St Helena

We ask that all volunteers are sympathetic to and be able to project the philosophy, vision and values of St Helena.

The benefits of being a St Helena volunteer include:

- The opportunity to develop new and existing skills and gain experience in the workplace
- The opportunity to make new friends with your peers and local communities
- The satisfaction of knowing you are making a difference to people facing incurable illness or bereavement
- Full support of a specified line manager within a dedicated team
- Volunteering has been proven to help improve mental and physical health and wellbeing and is therapeutic by keeping you active
- Regular news and updates about what's happening at St Helena so you feel part of the team
- Gives you a sense of purpose – the feel good factor!

Role summary

To be the first point of contact for patients, clients and visitors to St Helena, maintaining a professional approach while being warm and welcoming, responding to general enquiries as part of the reception team.

Provide telephonist and reception services to St Helena Hospice.

Welcome and direct clients arriving for counselling or therapy sessions and maintain a presentable and welcoming venue.

An enhanced DBS check is required for this role.

Main duties of this role may include any of the following:

- Be the first point of contact for patients, clients and visitors to St Helena, maintaining a professional approach while being warm and welcoming and responding to general enquiries where possible.
- Ensure visitors sign in on arrival and follow current directions for sanitising hands and PPE where required.
- Inform staff members promptly of clients arriving for counselling or therapy sessions offering and providing refreshments.
- Receive and transfer telephone calls through the main switchboard relaying messages via email, written message or hand delivery ensuring they are directed to the right person.

- Direct couriers to the main reception for deliveries and collections.
- Ensure all information is kept secure and maintain confidentiality under data protection regulations at all times regarding all patients, clients, staff and other volunteers.
- Open and close up reception area at start or end of each shift.
- Maintain a clean and presentable reception area.
- Check counselling rooms before and after sessions to ensure they are presentable for use, tidying where necessary.
- Check the kitchen remains tidy and restock with tea, coffee, and milk as required.
- Take payments for purchase of goods, using card payment system or cash handling, documenting record of sales following relevant guidance.

Training & supervision

- All volunteers are required to complete mandatory online training relevant to the area of their voluntary role; this will include safeguarding.
- First day induction with line manager.
- Attend any reception meetings as required, to remain up to date with organisational changes.
- Supervision and regular updates with dedicated line manager.
- Enhanced DBS check.

Experience & qualifications required

- Experience of working on reception desirable but not essential as training will be given.
- Experience in a customer or patient facing role.
- Able to demonstrate good organisation and attention to detail.
- Reliable, organised, honest and punctual.
- Excellent communication skills, verbal and written.
- To undertake any other tasks as requested/deemed appropriate with the nature of the role.
- Be able to remain calm in difficult situations.
- Sensitivity and understanding.

Personal attributes

- Passionate about St Helena and charity work.
- Attention to detail.
- Good people skills and good communication abilities essential.
- Comfortable handling cash and card sales.
- Reliable and trustworthy.
- Be comfortable approaching and engaging with members of the public.
- Team player with a friendly outlook.
- Respectful of other's differences and choices.
- Be emotionally resilient to work in a care setting.