



<b>Volunteer Role Description</b>	
<b>Post</b>	<b>Reception Volunteer</b>
<b>Department</b>	<b>Harlington Hospice Reception Michael Sobell Hospice Reception</b>
<b>Location</b>	<b>Lansdowne House/Northwood</b>
<b>Responsible to</b>	<b>Kathryn Underwood/Debbie Potter</b>
Reception volunteers are the face of Harlington Hospice and Michael Sobell Hospice. They provide a first and lasting impression for our visitors and patients. We are looking for someone with excellent communication skills, welcoming, caring and willing to support our team.	

## **Time Commitment**

### **Harlington Hospice**

A minimum of four hours per week:

- Between the hours of Mon – Fri from 9am to 5pm

### **Michael Sobell Hospice**

A minimum of three hours per week:

Mon – Fri from 9am to 1pm or 1pm to 4.30pm

Sat – Sun from 10am to 2pm

**Please note the following tasks may vary depending on the site.**

## **Activities**

- Meet and greet visitors and patients on reception.

- Process telephone calls, in a helpful, friendly and professional manner, taking accurate messages and relay to the appropriate personnel.
- Support the Operational Manager and multi-disciplinary team with tasks to include: photocopying, typing and general office duties as required.
- Deal with tasks in the Communication book; update accordingly and document time of admission for patients to the inpatient unit.
- Inform relevant personnel when a patient/client has arrived, and provide hospitality when required.
- Support with data input and validation onto palliative care systems as required.
- Keep the reception environment and foyer area tidy and presentable at all times.
- Receive deliveries on reception notifying relevant personnel on arrival.
- Collection of post once daily as required
- Ensure adequate stationery and office supplies are available and notify staff when stock of an item is low.
- Maintain privacy and strict confidentiality of patient information at all times.

### **Skills and Personal Qualities**

- Welcoming, courteous and friendly.
- Honest and trustworthy.
- Excellent communication and personable skills.
- Flexible, adaptable and willing to take on tasks as required.
- Reliable and committed.
- Non-judgmental and accept people as individuals and respect their differences.
- Computer literate.

### **Dress Code**

Appropriate dress for the role to reflect the professional image of the Hospice. A volunteer badge must be worn.

### **Training and Support**

- Induction
- Mandatory training which must be completed online before commencing role.

- Full training will be given for each specific role and staff will be able support you when necessary.
- Regular supervision.
- Competencies for certain tasks and activities.
- DBS if required

### **To apply for this role:**

- Visit [www.h4all.org.uk](http://www.h4all.org.uk) and download or print an application form OR Email [volunteerhub@h4all.org.uk](mailto:volunteerhub@h4all.org.uk) to request an application form to be sent to you by email or post.
- Email your completed form to [volunteerhub@h4all.org.uk](mailto:volunteerhub@h4all.org.uk) OR Post your completed form to H4ALL, Volunteer Development Team, Key House, Yiewsley, UB7 9BQ.
- Call 07395 282825 to speak to a member of the volunteering team