st michael's hospice

Reception Team

Volunteer Role Description

Department: *Part of the Hospitality Team*	***Location:*** *Hospice*
Responsible to: *Reception Coordinators*	***Role Type:*** *Standard*
Length of role: *Long Term*	***Context:*** *Patient and People Facing*

Outline of Role:
Volunteering with the Reception Coordinators, you will be taking on aspects of a wide-ranging role. This could be answering the telephone and directing calls or taking messages, welcoming and guiding visitors and patients to their destination, or ensuring visitors are complying with infection control measures. You will be the main liaison for people coming into the building and volunteering as part of a broader team.

Frequency: a minimum of one shift per week
Shifts: Monday to Friday 9am–1pm, 12.30-4pm and 4-7pm. Weekends 8.30-1pm and 1-4pm

Role Tasks:

- Acting as point of contact for visitors and patients on arrival at the Hospice
- Working with the Inpatient Host volunteers to ensure visits to the Ward and other parts of the Hospice flow smoothly
- Taking and redirecting calls
- Taking and passing on messages by email
- Using patient database to check the bed state and patients on the Inpatient Unit, ensuring patient confidentiality is maintained
- Checking Reception Outlook Calendar and patient database for scheduled appointments
- Receiving parcels, letters, donations etc ensuring the right processes are followed in order to direct on (currently includes quarantine measures)
- Using the computer to check the Outlook calendar, look at and edit Word documents and use Microsoft Teams
- Supporting with admin tasks from time to time – typing up notes, envelope stuffing etc
- Welcoming visitors and ensuring they have carried out appropriate infection control measures if appropriate
- Directing people to waiting areas and ensuring social distancing is being observed if applicable
- Guide visitors to the Wards, and support with donning and doffing of PPE if appropriate
- Maintaining cleanliness and infection control standards in the Reception Area
- Liaising with IPU regarding access for patients/visitors etc to the wards
- Supporting with additional task and errands as required

Skills and Experience Required:

- Must be punctual to enable an effective handover
- Experience of customer service, administration or working in a clinical environment would be welcome, but is not essential
- Computer skills are required – in particular using Outlook, Word and Excel and online platforms
- Resourceful, and able to deal with challenges in a calm and positive manner
- Excellent communication and people skills, as much of this role is about connecting individuals, and ensuring that information is relayed effectively
- Must understand the importance of confidentiality and data protection

Personal Qualities Required:

- Empathy, with a sensitivity to the needs of people who are dealing with difficult circumstances
- Confident, and able to remain calm and supportive when faced with emotionally challenging situations

- Able to follow safe working, and covid-safety measures as required
- The ability to work from own initiative, but also able to follow instructions and procedures and remain within the boundaries of the role
- Confident to use/learn to use a range of IT applications
- A willingness to undertake any training appropriate to the role, as required
- Able to work with volunteers and staff, across a wide range of teams and departments
- Flexible and open to learning new ways of doing things as the role demands

Learning Needs:
Statutory*

Training Module	Method	Renewal
Data Security for Volunteers	e-learning	Annual
Safeguarding Adults Level 1	e-learning	3 years
Safeguarding Children Level 1	e-learning	3 years
Fire Safety for Volunteers	e-learning	3 years
Health, Safety & Welfare	e-learning	3 years
Equality, Diversity & Human Rights for Volunteers	Volunteer Welcome Session or e-learning	3 years
Hand Hygiene: the basics	Hand Hygiene Champion - demonstration	
Working with Desk Screen Equipment	DSE assessment	One off

**We anticipate that this learning will take between three and four hours depending on your level of experience in using online platforms. Support is available if you do not have access to a computer at home, or would like assistance in to complete the training. Please contact Voluntary Services for more information*

Mandatory:
Volunteer Welcome Session
Role Induction, including any current Covid-safety, Hand Hygiene and local H&S measures
Safeguarding for Volunteers (Handbook)
ID Badge

Departmental support:
1-1 support, handover meetings, team meetings

Testing requirements:
For the latest information regarding Covid-safety measures, please speak to Your Reception Coordinator or the Voluntary Service teams.

DBS Requirement: Standard

Read and agreed by (print name)	
Signed	
Date	