

Volunteer Role Profile

Role Title	Volunteer Receptionist
Time commitment	There is no minimum time requirement so you do not need to commit to volunteering every day. Reception is staffed from 9am to 8pm each day. There are three shifts, 9am to 1pm, 1pm to 5pm and 5pm to 8pm. As a bank receptionist there is no minimum number of shifts you are expected to do. You can choose the shifts you wish to do according to your availability and in order to cover general shortfall in the rota, sickness or other absences. On your application form please kindly specify your availability.
Point of contact	Ginny Toubal, Volunteer Services Lead, Hospice
Location	Main Hospice building, St. Raphael's Hospice, London Road, North Cheam, SUTTON SM3 9DX
Why we need you?	We need to maintain a seamless service on our main hospice reception. Our volunteer receptionists are on the front line and are often the first contact that patients and visitors have with the hospice. First impressions are vitally important and it is largely up to our receptionists to ensure that patients and visitors feel welcome and comfortable.
What will I be doing?	<ul style="list-style-type: none"> ➤ Welcome and deal with visitors/callers to the hospice ➤ Advise all visitors of our current infection control measures and ensure these measures are adhered to at all times. ➤ Take and deal with incoming telephone calls ➤ Pass on messages as appropriate ➤ Liaise with ward clerk and clinical staff on admissions and other patient matters ➤ Accept and process donations brought into the hospice reception by various donors
What makes a good Reception Volunteer?	<ul style="list-style-type: none"> • Interest in working with the public • Good communication skills • A friendly manner • A good sense of humour. • Sensitivity to patients and their relatives • Good organisational skills • Ability to take detailed messages for a wide variety of staff. • Ability to build up rapport with members of the multi-disciplinary team
Induction and Training	<ul style="list-style-type: none"> ➤ Your induction and training will provide you with an opportunity to get to know the wider team and ensure you are familiar with the role and feel comfortable.

	<ul style="list-style-type: none"> ➤ The induction and training will involve shadowing an experienced volunteer receptionist for a series of shifts until you feel comfortable in the role. Ongoing support is provided by Ginny Toubal and other members of the hospice team .Prior to your first shift you will be given a guidance document that will provide key information and our volunteer policies and procedures.
<p>What's in it for you?</p>	<ul style="list-style-type: none"> ➤ Lots of FUN & being part of a friendly team ➤ It will allow you to get involved in your local community and meet new friends. ➤ You will gain valuable experience such as: Team work, communication and using your initiative. ➤ Boost your confidence and your CV for future jobs – we will provide you with a reference. ➤ We will reimburse reasonable out of pocket travel and parking expenses ➤ Provide refreshments
<p>What to do if you are interested</p>	<p>Please complete the registration form. If you are successful the volunteer lead will contact you for an informal discussion.</p> <p>If you have any further questions, please email ginnytoubal@straphaels.org.uk</p> <p style="text-align: center;">We look forward to hearing from you!</p>