



Volunteer Role Description

Title of Volunteer Role: Volunteer Receptionist

Reports To: Paid Reception Staff

Location: Birmingham St Mary's Hospice

Department: Support Services

Department Manager: Kim Hoey, Facilities Manager

Uniform Required: No Uniform Required – Volunteer Name Badge Provided

Hours: 9.00am – 1.00pm, 1.00 – 4.30pm & 4.30 – 8.30pm – Mon to Fri
9.30am – 1.00pm, 1.00 – 4.30pm & 4.30 – 8.30pm – Sat and Sun

Purpose	To be the first port of call and information point for all visitors and staff (our customers). We will provide a warm, friendly welcome to all visitors of the Hospice and leave them with a positive lasting impression.
Key Duties	<p>We will provide the best possible experience to all customers at all times through a wide range of front of house duties, including;</p> <ol style="list-style-type: none"> 1. Meet & Greet <ul style="list-style-type: none"> ♥ To welcome all visitors to the Hospice, putting clients, patients and families at ease ♥ Deal with enquiries promptly and professionally or signpost to relevant staff and services ♥ To escort visitors to their destination as appropriate e.g. showing patient relatives to the ward ♥ Ensure visitor compliance with infection control guidelines e.g. use of alcohol hand gel ♥ To provide visitors with further information about the Hospice and its services 2. Security <ul style="list-style-type: none"> ♥ Provide a safe environment and be cognisant of security ♥ Manage visitor access e.g. issuing of relevant identity badges 3. Telephone Call Handling <ul style="list-style-type: none"> ♥ Efficiently manage the switchboard for incoming and outgoing calls ♥ Answer calls in a prompt and efficient manner and transfer to the relevant personnel or their voice mail e.g. staff sickness calls, GPs, journalists ♥ To deal with difficult situations and know when to transfer or terminate a conversation appropriately ♥ Paging members of staff when an urgent situation arises and they cannot be contacted by telephone 4. Messages <ul style="list-style-type: none"> ♥ Ensure that accurate messages are recorded and passed on in a timely manner 5. Collection & Deliveries <ul style="list-style-type: none"> ♥ Dealing with regular visitors making collections from, and deliveries to the Hospice e.g. post, specimen collections ♥ Dealing with ad hoc deliveries to the Hospice e.g. flowers, returned equipment 6. Donations <ul style="list-style-type: none"> ♥ Accepting donations from members of the public e.g. money, and storing it safely and organising a receipt

	<ul style="list-style-type: none"> 7. Mail <ul style="list-style-type: none"> ✿ Use of the franking machine to frank the post ready for collection by the postman (this task is shift specific and can only be carried out if you have received specific training on how to use the machine) ✿ To assist with mail-outs as and when required e.g. envelope stuffing 8. Sales <ul style="list-style-type: none"> ✿ The sale of Christmas Cards to the general public over the festive period and storing any monies taken safely and securely. 9. Reception Environment <ul style="list-style-type: none"> ✿ Open and close Reception and secure the building in accordance with local procedures.
<p>Knowledge & Skills</p>	<ul style="list-style-type: none"> 1. Knowledge of Reception equipment e.g. switchboard, franking machine 2. Participate in mandatory training as and when required e.g. back care training, infection control, volunteer specific study day etc 3. Observe safe working practices in accordance with training and instructions received 4. Ensure confidentiality is maintained at all times 5. Knowledge of Hospice services and Hospice website.
<p>Improving Our Service</p>	<ul style="list-style-type: none"> 1. Report any incidents, accidents or complaints to the paid Reception staff to deal with in an appropriate manner 2. Contribute any ideas for improving the Reception service to the Facilities Manager e.g. via volunteer communication book 3. Participate in feedback sessions e.g. three month follow up

This role description is not exhaustive and may be subject to alteration following appropriate consultation between the volunteer and the Facilities Manager.

