

Volunteer Role Description

Netley Reception

Aim of the position:

Are you warm, welcoming, and passionate about helping others? We're looking for friendly and professional individuals to join our front-line team as a Receptionist.

As the first point of contact for patient, clients and visitors to our Community Services Team, our Netley receptionists play a vital role in creating a positive and comforting experience for everyone who comes through our doors. You'll be part of a supportive team, helping to deliver essential reception and administrative services while maintaining the cheerful and compassionate atmosphere that makes our Hospice so special.

Key Responsibilities:

- Provide a warm and professional welcome to all visitors, patients, families, and staff.
- Handle incoming calls with empathy and efficiency, directing queries appropriately.
- Support day-to-day administrative tasks to ensure smooth running of reception services.
- Maintain a neat and tidy reception area
- Provide a smooth handover between shifts
- Maintain confidentiality and uphold the values of the Hospice at all times.

Skills / attributes / qualification(s) required:

- Excellent customer service and communication skills.
- A friendly, approachable, and professional manner.
- Ability to work well in a team and use initiative.
- Basic computer skills and admin experience (desirable but not essential).
- A commitment to maintaining confidentiality and respect for all individuals.

Benefits to the volunteer:

- Quieter reception so would suit a Student who could also use the time to study whilst being a valuable member of the team.
- Be part of a caring and dedicated team.
- Make a meaningful difference in the lives of others.
- Gain valuable experience in a supportive environment.
- Training specific to the role
- Contributing to the work of Highland Hospice in the wider community
- Membership to Wellbeing solutions <https://www.wsm-wellbeing.co.uk>

- A 20% discount is available on food and drink on production of ID for volunteers and staff visiting our “By the River” Café at Ness House, Inverness

Training:

- Induction
- 3 shadow training shifts
- Cyber Security – Annually
- Moving and Handling (inanimate objects) – 2 yearly

Estimated hours: 3 - 4 hours per shift

Scheduling: Reserve Shifts: Monday to Friday - 9am – 1pm or 1pm – 4pm

Length of commitment sought: Either a regular shift or as a reserve volunteer

Work site: Highland Hospice, Netley Centre, 1 Bishop’s Road, Inverness, IV3 5SB

Number of volunteers sought for this role? Unlimited

Role supervisors Voluntary Services Manager

For further information and application contact the Volunteer Office on 01463 227902 or Email: volunteer@highlandhospice.org.uk