

Volunteer Role Description

Ward Receptionist

Aim or goal of position:

As part of our front-line team, you will be helping to enhance the visitor experience by providing a warm, friendly and professional welcome to Hospice patient visitors and callers. We are looking for individuals to help maintain the cheerful atmosphere of the Hospice.

Main responsibilities & suggested activities:

The Highland Hospice has 3 reception areas: Ness House, Netley Day Therapy Centre and the Ward. As a Ward Receptionist you will:

- Meet and greet everyone arriving at your reception area in a professional, warm, friendly and welcoming manner
- Answer internal and external telephone calls in a professional manner, transfer calls to relevant staff/departments within the Hospice and take/ pass on messages in line with our procedures
- Deal with visitors in line with our procedures
- Follow routine tasks in line with our procedures.
- To work with staff and other volunteers to ensure that communication is well maintained across the 3 reception areas (especially regarding visitors, admissions, discharges and deaths)
- Keep up to date with current information about Hospice services, staff and events by reading the communications book each time you come on shift.
- Ensure the smooth flow of communication between shifts by carrying out an informative handover for in-coming volunteers
- Maintain a neat and tidy Ward reception area
- Assist the line manager with administrative tasks and the wider Hospice team (upon request)
- Refer any concerns to the role supervisor
- Participate in team meetings and attend refresher training as required.
- If during your volunteering, a close friend or family member of yours becomes a patient, it is essential you let us know and accept that we may ask you to take time out, or transfer you to another role to ensure your own wellbeing and to ensure there is no conflict of interest.
- Please note that some shift times can be quiet. The presence of volunteers helps staff immensely - especially, the nursing team during evening and weekend shifts in particular

Skills / attributes and/or qualification(s) required:

- A commitment to Highland Hospice core values, vision and purpose is essential.
- Ability to maintain confidentiality at all times is essential
- Excellent customer service and communication skills (telephone and face to face) are essential
- A warm, friendly, and outgoing personality are essential
- Excellent team working skills are essential
- Initiative and a willingness to help out where required is essential
- Flexibility and ability to adapt to change are essential attributes for this post.
- Ability to maintain your professionalism when dealing with several tasks/people at once is essential
- You may observe very emotional situations and it is, therefore, essential that you can recognise when to seek support from a member of the team
- A background/previous experience in a reception role is essential / desirable
- It is essential that you are comfortable using a computer, particularly, email, word and internet. You may be asked to arrange nurse cover which involves using a computer based system (training on this system is provided)
- It is essential you are aware that you may be on shift when someone in the unit dies and, therefore, may be present when the team transfer that person to the viewing room.

Benefits to the volunteer:

- Opportunity to work as part of a great team
- Know that you are contributing to the smooth running of our service as part of a brilliant and dedicated team
- Gain confidence and friendship
- Learn new skills or develop existing ones or improve your job prospects
- During the quiet periods on shift, you are encouraged to read a book or undertake any studies you might be involved in. If you have a busy job/life – evening/weekend shift (which are quieter) are an excellent opportunity to have some "you" time, whilst helping others as well

When: Ward shifts are (9-1, 1-5, 5.30 – 7.30pm Monday to Friday and 11 – 1.30pm and 3.30 – 6.00pm Saturday and Sunday) operating 7 days per week

Length of commitment sought: Open ended, for as long as there is mutual benefit for Highland Hospice and the volunteer.

Training:

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

Work site: Highland Hospice, 1 Bishop's Road, Inverness, IV3 5SB

Role supervisor(s): Clinical Support Co-ordinator

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