



Hopewell Hospice Services – HR Human Resources



Approved: Executive Director
Effective Date: 11/2013
Review Date: 11/2016
HR 4.4.6-10 (PD)

Reception Volunteer

Purpose of the Role

Become the “Face of Hopewell” - attending to visitors and dealing with enquiries on the phone and face to face. Supply information regarding Hopewell Hospice Services to the general public, residents and families.

Reports to and Accountable to:

Works under the direction of the Volunteer Coordinator /Hospice Manager.

Status

Volunteer

Key Responsibilities

- Answer the telephone, screen and direct calls; take and relay messages
- Record all message in the message folder
- Check the Message folder each shift and ensure relevant people know they have messages waiting.
- Provide information to callers, and direct queries from the public and families to the appropriate person.
- Greet persons entering the building, and direct them to the correct destination
- Ensure knowledge of staff movements in and out of organisation
- Monitor visitor access and maintain security awareness
- Provide general administrative and clerical support from time to time as required
- Tidy and maintain the reception area, and check flowers and water as necessary
- Complete Referral Forms as instructed
- Answer resident Buzzers if nursing staff are busy and assist nursing staff as requested
- Assist Kitchen staff/volunteers as required at meal times

Maintain safe working environment

- Maintain safe working environment and follow safe practices at all times
- Raise concerns about the working environment with an appropriate person
- Develop skills through attending relevant training and development activities
- Attend food safety, fire and evacuation drills and training.

Key Competencies

- No previous experience necessary.
- Ability to work a telephone system (transfer calls)& present a pleasant, clear phone manner
- Professional personal presentation.
- Willingness to work as a team member and to communicate effectively with staff, volunteers, residents and visitors
- Evidence of being tolerant, patient and respectful of those in care
- Interest in and commitment to participating in on-going education as it relates to Palliative Care

Estimated Hours of Work:

3 hour shifts, weekly, fortnightly or monthly or as agreed with the Volunteer Coordinator /Hospice Manager

I have read and understood the above and agree to abide by it.

Signed: _____

Name: _____ **Date:** _____