

Volunteering with Wakefield Hospice...

## Role Description:

### Wakefield Hospice Reception Volunteer

**Volunteer role in:** Reception area

**Volunteer responsible to:** Hospitality Team Member / Facilities Supervisor

**Volunteering location:** Wakefield Hospice

**Supported by:** On Duty Receptionist / Facilities Team / Volunteer Services

#### Summary of Role:

To assist in providing a welcoming and professional reception service to the Hospice under the supervision of the salaried staff member. Volunteers will act as a point of contact for visitors entering the hospice, greeting visitors, helping with the sign in process, as well as answering incoming telephone calls.

Excellent communication skills are essential.

#### Usual role hours/shift:

Monday - Friday 9am-1pm

#### Reporting absences:

If you are unwell, going on holiday or are otherwise unable to undertake your shift, please contact the Reception team or the Volunteer Services department as soon as possible.

#### Volunteers may be asked to help with:

- Welcoming visitors to the Hospice, dealing with their enquiries and directing or accompanying them to the correct area of the building / member of staff
- Ensuring visitors are signed in and out of the building - take and record temperature and file completed visitor questionnaire
- Issuing of visitor badges where applicable
- Operating the Hospice computerised switchboard according to standard protocols
- Taking messages and forwarding them to the appropriate department / staff member by email
- Assisting visitors using the Chapel Bistro, taking orders and delivering food if required
- Assisting visitors using the vending machines

- Operation of the cash register for the Hospice shop, refreshments, staff lunch orders, sales etc.
- Maintaining an accurate till
- Receiving donations, notifying FR team members and ensuring all donors are treated appropriately
- Responding to general enquiries about Volunteering and Hospice events and providing relevant literature
- Administrative duties as requested, eg photocopying
- Keeping the reception area clean, tidy and welcoming at all times
- Replenishment of face masks and hand sanitisers

### Volunteers must:

- Maintain the Hospice code of confidentiality in regard to service users, their families and carers and all business matters
- Observe and implement the Hospice policies on fire, health and safety, manual handling, infection control, safeguarding and cash handling, reporting any hazards or concerns promptly
- Participate in mandatory training and training deemed necessary for specific roles
- Enhanced DBS check must be completed before volunteering can commence

### Training:

The Hospice is committed to the ongoing training and development of volunteers, aiming to provide appropriate training for all volunteers in order to meet statutory obligations, ensure volunteers are well supported in performing their role and to provide opportunities to undertake additional training for personal development. The Voluntary Services department will ensure that volunteers are informed of, and booked on to, all mandatory and statutory training.

### Mandatory and statutory training identified for this role:

- Volunteer Induction
- Mandatory training
- Maintaining professional boundaries
- DBS check required before starting in role

### Person Specification / skills required

Volunteers in this role need to be smart and well presented, have a polite, professional and friendly manner at all times. Tact, sensitivity, discretion and excellent communication skills are essential. Volunteers must be willing to undertake training relevant to this key role.

**To apply for the role, please complete a Volunteer Application form and return to Sophie Baker, Wakefield Hospice Volunteer Services Coordinator.**

Email: [vs@wakefieldhospice.co.uk](mailto:vs@wakefieldhospice.co.uk)



**Post:** FAO Sophie Baker, Wakefield Hospice, Aberford Road, Wakefield, WF1 4TS