

**Volunteer Receptionist Role Description**

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| Role title | Volunteer Receptionist |
| Responsible to | Receptionist |
| Location | Reception |
| Purpose of role | To support the reception team in providing a welcoming, compassionate and caring service to all you meet, be it in person or over the telephone. |
| When role to be carried out | Mon-Fri 08:45-13:00, 12:30-16:30, 16:45-20:00 Sat, Sun & Bank Holidays 08:30-13:00, 12:45-17:00, 16:45-20:00 |

**Confidentiality:**

Volunteers will be subject to the Hospice Confidentiality Policy and to the requirements of the Data Protection Act (1998) and General Data Protection Regulation, thus maintaining the confidentiality of all information obtained during the course of volunteering for Wigan & Leigh Hospice.

You will also be subject to a Disclosure and Barring Service check.

**Purpose of Role**

* To handle telephone calls and enquiries effectively, professionally and sensitively
* To accurately record and transfer information to members of staff
* To record appropriate information whilst adhering to patient and staff confidentiality at all times

**Main Responsibilities**

* To answer the telephone and operate the switchboard
* To keep accurate records that follow hospice policies and procedures
* To administer sales for the Hospice reception shop/cafe including the use of the till and credit card machine
* To liaise with other staff and volunteers
* To receive patients, liaise with ward staff and to give out Hospice information to visitors accompanying patients and ambulance drivers
* Maintain confidentiality at all times, which includes, patients, relatives, staff and volunteers

**Training and support**

* Undertake the necessary mandatory training provided for this role.

**Personal skills**

* Ability to communicate well in a variety of situations.
* Caring, compassionate and respectful nature.
* Have a calm disposition and be friendly and approachable.
* Trustworthy and reliable.