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| **Volunteer Role Description:**   |
| Post  | Welcome Volunteer   |
| Department   | Reception    |
| Location   | 185 Bostall Hill  |
| Responsible to   | Receptionist    |

The Hospice reception is a hugely important part of our Hospice building at 185 Bostall Hill in Abbey Wood. We are looking for Welcome Volunteers who embody the Hospice’s values of working together; caring for and supporting one another; being respectful and professional; who strive to be the best and are forward thinking. Our Welcome Volunteers will help us to provide the highest quality of care to local people by making sure that anyone visiting the Hospice receives a warm and friendly welcome.

**Time commitment for any of the following shifts:**

10.30 am to 2pm shift Monday to Friday

4.30 to 8 pm shift Monday to Friday

8 am to 1 pm shift Saturday, Sunday and Bank Holidays

1 pm to 5 pm shift Saturday, Sunday and Bank Holidays

You may be interested in applying to cover more than one shift per week. We also particularly welcome volunteers who are able to be flexible.

**Activities:**

Meeting and greeting visitors and patients. Answering the telephone and taking payment through the till when required. Working with and supporting the receptionist to provide a warm welcome to patients and visitors, as well as assisting with clerical duties as required.

**Tasks:**

* Welcome visitors to the hospice and put them at ease, assisting or signposting as necessary
* In the absence of the receptionist, take payment through the till for shop sales, meals and confectionary etc.
* If required at the end of the day, cash up and balance the till
* In the absence of the receptionist, answer the telephone in a timely and appropriate manner, giving advice if able or transferring the call to the required person/ department
* Out of hours, take receipt of goods and monetary donations, thanking the donor and give the appropriate receipt
* Assist the receptionist with administrative duties, e.g. photocopying and keeping information racks and the shop well stocked
* Maintain tidiness in the reception and visitors’ lounge
* Offer patients and visitors refreshments if required
* Be confident, in the absence of the receptionist, to open up reception and close at the end of the day
* Maintain strict confidentiality at all times and adhere to the Data Protection Policy
* Participate in online mandatory training and undertake any in-house training as required for the role

**The above list is not exhaustive, and volunteers may be asked to take on other tasks to support and assist the smooth running of the hospice.**

**Skills and personal qualities**

* Effective oral communication and interpersonal skills
* Computer literate competency in Microsoft Office
* Ability to work accurately and with attention to detail
* Willingness to be flexible to meet the needs of the Hospice
* Eagerness and ability to learn new skills
* Ability to deal with people and situations sensitively and appropriately
* Ability to remain calm and polite at all times
* Awareness of own response to death, dying and bereavement and ability to act appropriately in this regardPrevious experience of reception duties an advantage – though we will provide training and support to our Welcome Volunteers.

**Dress code**

Casual smart outfit, appropriate flat comfortable shoes. A volunteer badge will be provided and must be worn at all times.

**Training and support**

Relias on-line mandatory volunteer training

NHS e-learning: Data Protection Awareness training

Orientation pack/induction

Support of the Receptionist and PA to Chief Executive

Opportunities to undertake other training programmes to broaden your understanding of how other areas of the Hospice work.

Any questions please contact volunteersdept@gbch.org.uk or call 020 8320 5812