

# Role Profile

because  
you matter

**St Nicholas  
Hospice Care**

A Registered Charity No. 287773

**St Nicholas Hospice Care** is recognised as a great place to work, to learn and to grow. Where everyone matters, where everyone is encouraged, energised and enabled to play their part in delivering our vision.

<b>Job role</b>	Volunteer Evening Receptionist
<b>Reports to</b>	Executive Assistant to Clinical Services Director
<b>Location</b>	St Nicholas Hospice Care, Hardwick Lane, Bury St Edmunds
<b>Role Purpose</b>	Acting as the first point of contact for visitors/families and internal/external healthcare professionals entering and exiting the building, providing a safe and welcoming experience
<b>Hours</b>	Mon-Fri (1700-2000 hours)

## What the job involves

- Meet and greet families and visitors to St Nicholas Hospice ensuring a safe entry and exit in line with PPE requirements
- Provide families and visitors information and advice on facilities available at the hospice in line with COVID-19 government regulations
- Awareness of the patient bulletin list and those patients who are on restricted visiting
- Manning the reception desk and responding to telephone enquires promptly and forwarding to the appropriate person
- Carry out administrative tasks as requested by the Clinical team

## What we want from you

- Confidence and sensitivity when dealing with patient/relatives
- Great interpersonal skills and ability to foster strong working relationships with all of our people
- Strong work ethic, enthusiasm and flexibility
- Experience of dealing with confidential and sensitive information
- Able to work on own initiative and confidence to make suggestions to improvements in relation to business systems and processes