

# 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 volunteer. Where everyone matters, where everyone is encouraged, energised and enabled to play their part in delivering our vision.

<b>Volunteer role</b>	Evening/Weekend Receptionist
<b>Reports to</b>	Receptionist
<b>Location</b>	St Nicholas Hospice Care Hardwick Lane
<b>Job Purpose</b>	To provide administrative support on the Reception and a 'meet and greet' service to Hospice visitors.

## What the role involves

### Responsibilities

- Meet and greet visitors
- Enter Car registrations onto the Computer for visitors.
- Familiarise yourself with the Patient Bulletin List and in particular those patients who are on Restricted Visiting.
- Ensure that you know who the On Call Manager is and who is on duty. *This is only applicable to Friday and weekends.*
- Answer telephone calls and log each call in our telephone log. Transfer calls as appropriate and take messages if necessary. Always transfer calls to the ward as quickly as possible or take message.
- Use the till for transactions as required by visitors or staff. *Training will be provided*
- Completing the Reception 'End of Day' Checklist
- Locking the front door at end of day.

### Person Specification

- Qualities; Confident and sensitive to the needs of patients/relatives
- Happy to work without supervision (once established)
- Literate and numerate
- IT literate
- This role is subject to a satisfactory standard DBS check

## General

- Ensure that all within the team have a grasp of the Hospice's structure, values and purpose and have opportunities for involvement in its further development.
- Ensure the maintenance of confidentiality in respect of staff, volunteer and client records and all privileged information relating to the services of the Charity, its patients, staff and volunteers and particularly of the area for which directly responsible.
- Promote and foster the Hospice's reputation and standing within the community and with private, statutory and voluntary sector agencies and organisations.
- Undertake any other duties which may be reasonably required.

# What we would like from you

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- Enthusiasm!
- Sensitive to people in our care and within the hospice building
- Commitment to attend your volunteering session as agreed
- Able to complete any Mandatory & Statutory Training that's required

## General

- Have an understanding of the Hospice's values and purpose
- Ensure confidentiality where appropriate
- Promote and foster the Hospice's reputation and standing within the community

## Notes

The managerial and clinical philosophy of the Hospice is based on a multi-disciplinary approach. Staff and Volunteers regardless of grade or discipline, are required to participate in this concept. The role of volunteers is integral with the work of St Nicholas and paid staff are required to underpin this in their attitude and actions.

All staff and volunteers must be sympathetic to and able to project the philosophy and concept of hospice care.

The Hospice has in place provision for staff and volunteer support. Staff and volunteers are expected to exercise responsibility in accessing whatever forms of support might be appropriate for them to ensure that they are able to offer the professional care for which they are employed.

An extract from the summary of the Health & Safety at Work Act 1979 states:-

"Employees and volunteers at Work: It is the duty of every employee and volunteer while at work to carry out their work in a manner which is safe and free from risk to the health of himself/herself and other persons who may be affected by his/her acts or omissions. It is an employee's duty to assist and co-operate with his/her employer in complying with any relevant statutory regulations imposed on his/her employer".

St Nicholas Hospice Care is very much a community and all members of staff and volunteers are encouraged to support the various social and fundraising events which are part of its day to day life.

This Role Description may change and the duties listed are not exhaustive, but such change will only be made following consultation between the (relevant) "Manager" and the Volunteer.

This position is subject to CRB clearance at standard level

**July 2024**