

# 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>	Volunteer Reception Host
<b>Reports to</b>	Receptionist
<b>Location</b>	St Nicholas Hospice Care, Hardwick lane Hours 09:30 – 16:00 (with flexibility)
<b>Job Purpose</b>	To provide administrative support to the Receptionist and a 'meet and greet' service to Hospice visitors.

## What the role involves

- Meet and greet service to all Hospice visitors which will include a general orientation to the Hospice i.e. refreshment facilities, toilets, car parking and Bradbury Green.
- General housekeeping of the Reception/Bradbury Green area to ensure it looks welcoming and presentable at all times i.e. checking flowers and tidying magazines.
- Distribution of folders containing mail to departments.
- Read daily bulletin for bed state and patient names of those being admitted or discharged
- Upkeep of the retail, display and sales area.
- Photocopying.
- Take details of Floral Tributes from Crematoriums and ensure details are written in the Floral Tributes Folder.
- Till sales (Training will be given).
- Ensuring that all stationery deliveries are deposited to the stationery room and items of stationery put on the shelves.
- Frank all outgoing mail and help with any mail shots. *Training for the franking machine will be given.*

- Coordinating Phone / Photo copier engineers when called to the Hospice.
- Any other administrative duties as required by the Receptionist.

### **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

## **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**

- 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.

**July 2024**