

ST HELENA HOSPICE

VOLUNTEER ROLE DESCRIPTION

<u>Role Title:</u>	Receptionist – Day Centre
<u>Reporting to:</u>	Day Centre Receptionist / Day and Outpatient Director
<u>Principal Function:</u>	To welcome all visitors, patients and families to the Day Centre and to be their first point of contact visually or over the telephone. To help and support members of the day services team with a variety of administrative duties.
<u>Duties:</u>	<ul style="list-style-type: none">• Welcome and greet patients, their families and all visitors to the Day Centre• Receive phone calls, take a relay messages• Oversee the deliveries and collections of the couriers• Collate and take all post to the main reception for franking• Collect post, open a distribute to members of the day services team• Accept cash donations at reception and validate in the presence of the donator. Ensure that the details of the donator are taken and pass these details to Finance• Monitor visitors that are waiting• Receive and direct trades persons to Services Manager or relevant department or person• Support kitchen volunteers in providing refreshments to patients / visitors
<u>Location:</u>	Joan Tomkins Day Centre, Colchester, or Tendring Centre , Clacton
<u>Days / Hours:</u>	Weekdays. Sessions of between 2 and 4 hours
<u>Training:</u>	On the job training will be provided in addition to Manual Handling and Health & Safety training

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**Qualifications,
knowledge &
experience:**

Experience of working on reception desirable but not essential as training will be given

Personal Qualities:

Welcoming and friendly outlook. Willingness to support patients, visitors and all members of the Day Centre team

Statement:

All volunteers must be sympathetic to, and be able to project, the philosophy and vision of the Hospice

Contact:

Day Centre Receptionist (01206) 845566 for Colchester and (01255) 221222 for Clacton