

ST HELENA HOSPICE

VOLUNTEER ROLE DESCRIPTION

Role Title: Receptionist

Reporting to: IPU

Principal Function: To participate as a member of the reception team, providing the telephonist and reception services to the IPU and other offices of St Helena.

Duties:

- Receive phone calls through the main switchboard and take messages; relay them as appropriate
- Oversee the deliveries and collections of the couriers each day.
- Ensure that the franking machine credit is up to date via the electronic link when required.
- Frank the Colchester sites' post each day and label parcels with the appropriate documentation for the requested postal service.
- Receive Hospice post for Colchester sites and distributes into pigeon holes
- Count all cash coming into reception and pass to finance or fundraising (donations of cash up to £500) ; cash from Xmas cards, diaries etc (up to £100).
- Accept cash donations at reception and validate in the presence of the donator. Ensure that the details of the donator are taken and pass to Finance.
- Receive the weekly Whereabouts for the IPU, Personnel, Medical, Ed Centre every week.
- Receive the admin daily bulletin and amend when informed by the nursing or Referrals Secretary on a daily basis.
- Receive and direct patients and families.
- Monitor visitors waiting.

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<u>Location:</u>	Myland Hall, Barncroft Close, Highwoods, Colchester
<u>Days / Hours:</u>	Monday to Saturday. Three shifts: 9am-1pm, 1pm- 5pm, 5pm-9pm.
<u>Training:</u>	On the job training will be provided in addition to Manual Handling and Health & Safety training
<u>Qualifications, knowledge & experience:</u>	Experience of working on reception desirable but not essential as training will be given.
<u>Personal Qualities:</u>	Welcoming and friendly outlook. Willingness to support patients, visitors and families.
<u>Statement:</u>	All volunteers must be sympathetic to, and be able to project, the philosophy and vision of the Hospice
<u>Contact:</u>	H R Department (01206 845566)