

## Volunteer Role Description

**Role:** Volunteer Receptionist/Administrator  
**Location:** Saint Michaels Hospice, Harrogate  
**Department:** Reception  
**Line Manager:** Reception Team

*Through volunteering your time at North Yorkshire Hospice Care, you are supporting those in our community who are experiencing terminal illness or bereavement. Volunteers are integral to the work of North Yorkshire Hospice Care, and we would love to welcome you to our team.*

### About the role:

Reception is the first port of call for visitors and telephone callers to the hospice.

Volunteers work as part of the reception team - meeting and greeting visitors, answering telephone calls, and helping to answer general queries or transferring calls around the building as appropriate. The team also supports all departments by undertaking a wide variety of administrative tasks, along with some specific project work.

It is crucial that receptionists present a friendly yet professional attitude to all visitors or telephone callers.

The Reception desk is staffed Monday to Friday 9am – 5pm. Volunteer shifts are 9am – 1pm and 1pm – 5pm and volunteers undertake part or full day cover and have a regular day on which they attend. The volunteer rota is set a month in advance and volunteers will be contacted to gain their availability at least 2 weeks in advance

### Key tasks:

- To meet and greet patients and clients, their families, members of staff and any other visitors, ensuring the correct safety procedures are adhered to.
- To address any questions where possible and provide an overall welcoming experience.
- To access the email system, ensuring tasks directed to this email are actioned in a timely manner.
- To access the online room and hot desk booking system and make relevant bookings when requested.

- To manage the telephone system, taking incoming calls and directing to the appropriate staff member/department. When necessary, take messages and forward these to staff and retrieve messages from the answer machine, ensuring these are actioned.
- To deal with incoming mail, producing a mail log when required and ensuring it is circulated effectively.
- To accept donations and ensure receipts are given to donors.
- To take responsibility for and undertake a wide variety of administrative tasks using both Word and Excel.
- To monitor the stationery stock
- To ensure the reception area is always kept tidy and presentable.
- To show an ability to 'think on your feet' ensuring smooth and professional operation of Reception.

### **Key skills/attributes required:**

- Volunteers will need to have a good telephone manner, be polite and pleasant.
- They will need to show empathy and patience and have excellent listening skills.
- Volunteers must be reliable, flexible and be able to multitask.
- Previous experience in reception and administrative role is essential.
- Good computer skills are essential for this role particularly in Word and Excel.

### **Training required:**

Full training will be provided, and each volunteer is required to complete mandatory training on our online platform. All volunteers will receive an induction into the organisation and the role they will be undertaking.

### **Volunteering Boundaries**

The following boundaries apply to all roles at North Yorkshire Hospice Care and are designed to protect the privacy and wellbeing of patients, service users and volunteers.

## Volunteer Do's and Don'ts

### Do:

- Respect the patient, client or service users as an individual.
- Be prepared to listen to patients, clients service users and visitors and let them talk.
- Maintain patient, staff and other volunteers' confidentiality at all times both inside and outside the hospice.
- Let your Line Manager know if you cannot attend your volunteering slot.
- Keep to set days and times unless pre-agreed with your Line Manager;
- Be helpful and sensitive.
- Respond flexibly to the changing needs of the patients, clients, and the service.
- Inform your Line Manager of any concerns or incidents such as unusual behaviours or deteriorating health.
- Inform your Line Manager straight away if you are presented with a gift from a patient, service user or family member.
- Maintain a high standard of personal hygiene and awareness of strict infection control procedures.
- Accept that the ultimate responsibility for North Yorkshire Hospice Care affairs rests with the Board of Trustees and paid staff.

### Don't:

- Accept gifts from patients, clients, service users or family members in accordance with the organisation's gift policy.
- Administer medication or give medical advice.
- Undertake any form of personal care e.g., toileting, washing, dressing, assisting any patient or client with moving and handling.
- Lift or move heavy objects.
- Become involved in family disputes or personal affairs.
- Enforce your own religious or political opinions on a person.
- Give your personal contact details to the patient, client, service user or family members. Any requests for your contact details should be shared with your Line Manager.
- Endorse any products, hospitals, organisations, services or health professional.
- Undertake any duties that have not been previously agreed.