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## **Volunteer Shrewsbury reception role profile**

**Purpose:** Offer support to reception staff and visitors and carry out the following tasks in a welcoming, professional, efficient, and sensitive manner.

* Welcome patients and visitors to the hospice in a friendly, professional empathetic and helpful way
* Signpost or take visitors to the relevant area of the hospice
* Assist café staff with seating customers as required
* Make sure the front of house and reception areas are kept clean and tidy at all times
* Tidy reading material in the visitor’s seating area and check if reasonably current
* Assist café supervisor/deputy with new good stock takes and topping up new goods as required
* Assist with any general clerical tasks (e.g. photocopying etc) as requested
* Assist with selling stamps and giving change if required
* Assist with sorting incoming mail in the morning and franking outgoing mail in the afternoon, ensuring mail is ready for collection at 4.30pm. This includes collecting and delivering from and to both sites
* Receive light packages and deliver to the relevant department as requested, directing heavier deliveries to the service yard and advising stewards
* Receive and deliver messages as appropriate
* It is the role of the paid receptionist to answer the switchboard; however, on occasions it is necessary for the volunteer to take over or assist when the receptionist is called away. A working knowledge of the system is necessary, and messages must be passed on effectively in line with guidelines
* In the event of an emergency, cover reception until alternative arrangements can be made
* Receive donations when necessary following the correct procedure
* Ensure all untoward, suspicious or threatening situations are reported immediately to a senior manager
* To be conversant with the fire instructions and follow the procedures in the absence of the receptionist
* Ensure any flower arrangements in the area are fresh and attractive
* Ensure at all times the confidentiality of information relating to patients, relatives and staff and adhere to the hospice's Data Protection Policy
* To comply at all times with the Hospice's Health & Safety Policy

**The above is intended as a guide. Duties may be amended or adopted as and when identified.**

**Restrictions:** Reception volunteers must be a minimum of 18 years of age.