St Peter & St James Hospice

Volunteer Role Profile - Receptionist



Position	**Receptionist**
Department	**Housekeeping**

VISION, MISSION AND VALUES

Our Vision

A community where people live and die well according to what matters most to them.

Everyone affected by life-limiting illness has access to our expertise.

Our Mission

Providing the right care, in the right place, at the right time, to everyone who needs us.

Our Values

They are at the heart of our organisation and underpin all that we do, they define who we are, how we work, what we believe in and stand for

- **Compassion** – We show kindness, understanding and empathy in how we treat each other, delivering care that honours dignity
- **Collaboration** – We work together with excellence, inclusion and trust, encouraging diverse perspectives and building strong partnerships
- **Empowerment** – We foster a culture or autonomy, accountability and openness, enabling everyone to participate actively in decision-making

ROLE PURPOSE

The reception team plays a vital role for the Hospice, being the first face visitors and patients see upon entering the Hospice. Our wonderful team of staff and volunteers ensure that anyone that comes into the Hospice has a friendly face to greet them, and be able to advise and direct them best as per the reason for their visit.

Our mission of providing the right care starts upon entering the Hospice, and as a receptionist you will be the first person to greet visitors and patients, and provide them with the information they need with an empathetic approach to help them feel comfortable from first arrival.

WHAT WILL I BE DOING?

- Greet visitors and patients with sensitivity and empathy
- Answering and transferring incoming calls
- Taking messages for Hospice staff
- Handling post and deliveries
- Ad hoc administrative tasks
- Franking mail

WHAT SKILLS WILL I DEVELOP?

- Communication
- Learning new skills – training will be provided for use of the telephone system
- Opportunity to volunteer in a care setting
- Learning the importance of confidentiality and data protection and operate within these boundaries

WHAT DO I NEED?

- Ability to have sensitive conversations with individuals who may be upset in a compassionate and empathetic manner
- Friendly and Approachable
- Committed and Reliable
- Ability to work as part of a team and independently
- Attentive

WHAT ELSE DO I NEED TO KNOW?

A Standard DBS certificate is required. The hospice will organise this, and full training and support will be given to allow you to fulfil your role with the knowledge and skills required.

WHAT TRAINING MUST I DO?

Role applicable mandatory E-learning modules including:

Data Protection and Confidentiality, Safeguarding and EDI

Role specific Hospice Induction

Welcome to the Hospice Induction session

Use of the franking machine

Telephone system orientation

WHEN WILL I BE NEEDED?

We have shifts throughout the week in the day and evenings, hours to be confirmed during interview process. Some flexibility is required to cover sickness and holiday.

WHERE WILL I BE VOLUNTEERING?

St Peter and St James Hospice North Common Road North Chailey Haywards Heath West Sussex BN8 4ED

WHO WILL BE MY SUPERVISOR?

Front of House Manager

"Providing the best possible care in the right place and at the right time to everyone who needs us"