

Severn Hospice

Reception Support Volunteer Guidelines

Reporting to Voluntary Services Manager (working under the direct supervision of the Receptionist)

Hours 9.30 am to 12.30 pm
2.00 pm – 5.00 pm

Purpose

To assist the Receptionist in carrying out the following tasks in a professional, efficient, welcoming and sensitive manner. To impart a good first impression of the Hospice to visitors.

Welcome patients and visitors to the Hospice, escorting them to their destination as requested.

Any visitors remaining in reception could be offered refreshment which should be served from the small kitchen area returning any used crockery to main kitchen.

Assist in keeping the reception area tidy, ensure literature (eg year books; lottery information etc) is kept up to date.

Tidy magazines and reading material in the visitor's seating area checking that magazines are reasonably current.

Assist with any general clerical tasks (eg invoice filing, mail shots etc) as requested.

Take relative's meal orders and payment to Admin or main kitchen as required.

Assist visitors wishing to purchase cards etc who may need change.

Assist with the sorting of incoming mail, in the morning, and the franking of outgoing mail, in the afternoon, as requested.

Receive light packages and deliver to the relevant department as requested, directing heavier deliveries to the rear of the building and advise Stewards.

Receive and deliver messages as appropriate or log in the message books.

In liaison with the receptionist answer the switchboard, dealing with the calls in a prompt professional manner.

In the event of emergency cover reception until alternative arrangements can be made.

The above is intended as a guide only, duties may be amended or adopted as and when they are identified.