

## Severn Hospice

### Evening Ward Receptionist - Shrewsbury Guidelines

Accountable to: Nursing Director

Responsible to: Voluntary Service Manager (working under the direct supervision of the nurse-in-charge)

Purpose:

To support the staff of Perry and Briedden Wards and act as hostess to visitors attending the wards.

- ❖ Upon arrival link in with staff for a brief ward awareness handover.
- ❖ Check in the communication folder for patient's bulletin and any updates.
- ❖ Contact nursing staff for ward cover, as instructed by the Ward Manager.
- ❖ Answer the main entrance door, checking whom the visitor is for and ensuring they sign in for fire regulations.
- ❖ Escort first time visitors to a member of staff on the appropriate ward prior to them seeing the patient.
- ❖ Prepare and serve beverages for patients and visitors when requested.
- ❖ Support the patient's visitors as requested, helping with their general queries.
- ❖ Take telephone calls for Perry Ward – always refer medical queries to the appropriate member of staff. Transfer any stray calls to Briedden Ward as required.
- ❖ Attend to the patient personal flowers and refresh water as required.
- ❖ Tidy and replenish leaflets on both wards.
- ❖ Replenish yellow bags, by folding and stacking them.
- ❖ General Admin duties as identified.
- ❖ Answer the ward mobile telephone and transfer the hand held telephone to the appropriate patient. Returning when the call is complete.

***The above is intended as a guide only; duties may be amended or adopted as identified.***