

RECEPTIONIST (FARNHAM) VOLUNTEER ROLE DESCRIPTION



Location: Farnham (Headway House)

Hours: Mon - Fri 3 x shifts a day – 08:00-13:00, 13:00-18:00 (although often finish at 17:15)
Sat 08:30 – 13:00, 13:00 – 16:30,

Time commitment: Weekly, fortnightly or bank (ideally a minimum of two shifts per month).

Purpose of role: This is a busy role as Reception is the first point of call for visitors to Headway House, in addition to phone calls and all deliveries. Volunteers provide a friendly, professional, welcoming service to support all areas of Phyllis Tuckwell.

Key duties include:

- Greet people entering the building, sign visitors in
- Answer telephone, screen and direct calls and provide information to callers
- Assist with the receiving/logging of items e.g. deliveries, monetary donations, parcels etc.
- Assist with the picking of clinical supplies
- Undertake sales transactions using a till system
- Assist with administrative tasks, including updating reception diary, checking reception email, photocopying etc.

Training and Support:

- Volunteer Level 1 course (1 day- mandatory)
- A minimum of 4 shifts shadowing with an experienced volunteer or mentor
- On-going mentor support.

Special conditions:

- Over 16
- Satisfactory Disclosure and Barring Service check before starting and on a rolling 3 yearly basis
- 2 x references
- Adherence to all current policies and procedures of the Hospice including those relating to confidentiality.

Knowledge, skills and abilities required:

- Intermediate IT skills
- Good communicator.
- Efficient.

- Respectful and non-judgemental
- Discreet with understanding of confidentiality.
- Ability to cope in an emotionally charged environment.