

Volunteering Role Profile

Title of Volunteering Role:

Receptionist

Reports to:

Estates Manager

Volunteering Hours:

Hours as agreed

(Weekday evenings 5pm-7pm. Weekends - 3 hour shifts between 9am – 5pm)

Department and Location of Volunteering Role:

Support Services

Purpose of Volunteering Role:

Ensure that you provide a courteous, professional and caring first impression of St Ann's Hospice.

To meet and greet patients and visitors into the Hospice and to deal with enquiries in an efficient, polite and courteous manner providing a caring, considerate service to everyone.

Answering telephone queries and taking messages where appropriate transfer calls and direct visitors to correct location.

The Receptionist will role model our core values...



St Ann's Hospice, St Ann's Road North, Heald Green, Cheadle, Cheshire SK8 3SZ

☎ 0161 437 8136 🌐 www.sah.org.uk 📺 /StAnnsHospice 🐦 @StAnnsHospice 📷 @StAnnsHospice

Registered charity number 258085

Tasks & Activities to be undertaken:

- Providing a professional first impression of the Hospice
- To work closely with the nursing team announcing patient arrivals.
- Communicate with all departments regarding Visitor arrivals
- Ensure good Knowledge of the Hospice and be able to answer queries or questions as required.
- Manage the sale of merchandise from the cabinets
- Answer incoming telephone calls and transfer through to the relevant department
- Provide an excellent level of customer service
- Safeguard patient and Visitor confidentiality at all times including adherence to Data Protection Act following GDPR
- Ensure Our Values are followed at all times

Qualifications/Skills/Experience

- Good communication skills and a friendly sensitive manner.
- Experience in a customer facing role an advantage

Training & Support Provided:

- Full Training for the role is provided and will consist of at least four sessions shadowing to understand responsibilities.

St Ann's Hospice is committed to safeguarding and promoting the welfare of adults at risk and children.

Issue Date Mar 22, Review Date Mar 25



St Ann's Hospice, St Ann's Road North, Heald Green, Cheadle, Cheshire SK8 3SZ

☎ 0161 437 8136

🌐 www.sah.org.uk

📘 /StAnnsHospice

🐦 @StAnnsHospice

📷 @StAnnsHospice

Registered charity number 258085



INVESTORS IN PEOPLE
We invest in people Gold



St Ann's Hospice, St Ann's Road North, Heald Green, Cheadle, Cheshire SK8 3SZ

☎ 0161 437 8136

🌐 www.sah.org.uk

📘 /StAnnsHospice

🐦 @StAnnsHospice

📷 @StAnnsHospice

Registered charity number 258085