

Volunteering Role Profile

Title of Volunteering Role:

BYC outpatient services reception host

Reports to:

BYC Team Leader or person in charge in their absence

Volunteering Hours:

Full day, morning or afternoon sessions

Department and Location of Volunteering Role:

Little Hulton: Outpatient Unit

Purpose of Volunteering Role:

To meet and greet patients and visitors into the Being You Centre outpatients' department and to deal with enquiries in an efficient, polite and courteous manner providing a caring, considerate service to everyone.

People
matter

Lead and
learn

Brave and
bold

Together we
are stronger

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

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Registered charity number 258085

Tasks & Activities to be undertaken:

- ✓ Providing a professional first impression of the Hospice
- ✓ To work closely with the outpatients' team announcing patient arrivals or directing to correct location
- ✓ Ensure good Knowledge of the Hospice and be able to answer queries or questions as required
- ✓ Provide information on hospice services
- ✓ Answering phone calls, responding to enquiries and relaying messages
- ✓ Appropriate escalation where necessary to the relevant staff members
- ✓ Safeguard patient and Visitor confidentiality at all times including adherence to Data Protection Act following GDPR
- ✓ Have the ability to adapt your approach and communication techniques to meet patient's specific needs.
- ✓ Ensure our values are followed at all times

Qualifications/Skills/Experience

Essential

- ✓ The confidence to escalate any changes to patients to the appropriate BYC staff
- ✓ Understanding the effects that working with people who are living with a life limiting condition can have on your own wellbeing

Training & Support Provided:

- ✓ Hospice Induction
- ✓ IT and digital skills training as required
- ✓ Current infection control procedures
- ✓ Mandatory training as specified for the role
- ✓ Basic moving and handling training
- ✓ Role specific training

Any post holder within the organisation will be expected to undertake safeguarding training appropriate to their role and adhere to safeguarding policies and procedures. All staff must work in accordance with their statutory roles and responsibilities in relation to safeguarding in accordance with the Working Together to Safeguarding Children 2023, The Care Act 2014, and Prevent Duty 2015.



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