

BEDDED UNIT: RECEPTION MEET AND GREET VOLUNTEER

ROLE BRIEF



WHY VOLUNTEERING WITH NORTH DEVON HOSPICE IS AWESOME:

Time is the most precious thing you can give. You want to make sure it makes a difference. By giving your time as a volunteer for North Devon Hospice, we guarantee you will be having a positive impact on someone's life, when it matters most.

You might volunteer in a team working directly with the patients and families we care for, or with our support teams who help make that care possible. Either way, you will making sure that someone facing a life-limiting illness like cancer does not have to face it alone.

THE AIM OF THE ROLE:

The welcome desk is the public 'face' of the hospice for all visitors and our Meet & Greet volunteers are here to offer a warm welcome to patients, their families and all other visitors to North Devon Hospice. The team ensures all enquiries are handled calmly and efficiently and help our visitors to feel at ease and looked after. By joining our Meet & Greet team you will be ensuring the smooth running of the main hospice reception at Deer Park

WHAT'S INVOLVED?

You will be meeting & greeting all visitors in a warm and professional manner. Notifying the appropriate members of staff of their visitors arrival and accompany patients or visitors to the Bedded Unit or the Terrace Café when appropriate. You will be receiving and recording post and donations, helping visitors with their purchases from the Welcome Desk shop as well as answering and transferring telephone calls from the main switchboard and franking the outgoing post. Along with undertaking any other tasks as requested or appropriate within the nature of the role. This role is public facing, it does involve extensive use of a computer and the telephone switchboard as well as some standing whilst franking the post. You may also be required to provide occasional cover for the reception of the Bedded Unit.



WHAT THE HOSPICE OFFERS:

- A safe, welcoming, and supportive environment
- An induction and ongoing training to support you in your role
- An insight into palliative care and the opportunity to support people at a difficult time in their lives
- The opportunity of being part of a dedicated and friendly team
- The opportunity to meet new people
- Regular events throughout the year to meet other volunteers across the organisation and for us to thank you for your contribution
- Reward and Recognition scheme to celebrate your length of service with NDH
- The knowledge you are directly contributing to the care and support offered to our patients and their families we care for

WHAT YOU CAN OFFER US:

- An ability to work as part of a team
- A friendly, approachable, and non-judgemental manner
- Confidence communicating with a wide variety of people from all backgrounds
- Be able to maintain confidentiality and have an awareness of maintaining boundaries
- A sensitive, calm, and approachable manner
- A willingness to undertake training and to follow NDH policies and guidelines
- An agreement to follow all safety & infection control measures, wearing of appropriate Personal Protection Equipment (PPE) if required
- An adaptability to changing trends and requirements and a proactive approach to your role

