# 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 be making sure that someone facing a life-limiting illness like cancer does not have to face it alone. Thank you.

### THE AIM OF THE ROLE:

The reception desk is the public 'face' of the Bedded Unit for all visitors coming to see loved ones and our Meet & Greet volunteers are here to offer a warm welcome to patients, their families and visitors. 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 ensure the smooth running of the Bedded Unit Reception Desk.

### WHAT'S INVOLVED?

You will be the welcoming face of our service, greeting all visitors in a warm, friendly and professional manner. You will notify clinical staff of visitors and, where appropriate, accompany patients and visitors to the Terrace Café.

Your responsibilities will include answering and transferring calls from the main switchboard and direct incoming lines, as well as scanning and emailing documents. You may also be asked to prepare refreshments for patients and visitors, assist with special events, and carry out other duties appropriate to the role.

This is a public-facing role, so excellent communication skills, a friendly and approachable manner, and a commitment to providing a positive experience for patients, visitors and colleagues are essential.

You will meet and greet all visitors in a warm and professional manner. Notifying the clinical staff of any visitors and accompanying patients or visitors to the Terrace Café when appropriate. You will be answering and transferring telephone calls from main switchboard and direct incoming calls, scanning and emailing. Along with undertaking any other tasks as requested or appropriate within the nature of the role, you may be asked to make drinks for patients and visitors including helping with special events. This role is public facing.

## 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

**Please note:** A standard Disclosure and Barring Service check is required for this role. The hospice applies and pays for this on your behalf.

