



Weldmar Hospicecare
Caring for Dorset

Guidelines for Volunteer Receptionist (Hammick House)

Volunteers are an important part of our service and we would be unable to offer the range of services we do without their support, for which we are very grateful. There are volunteers in all areas of Weldmar and we have written some guidelines of our expectations of those volunteers who have direct contact with patients/carers/the public/supporters.

The guidelines reflect the values of the charity so we can work together as a team. In the future, to meet expected demand, we need staff and volunteers to be as flexible as possible in what they offer. Please discuss these guidelines with your Lead/Line Manager.

PURPOSE OF ROLE

1. Aim

The aim of a volunteer receptionist is to manage the reception area, providing a friendly and welcoming greeting to all visitors to Hammick House. First impressions are extremely important, so an efficient demeanour and tidy working environment is essential.

2. Responsibilities and Boundaries

It is important that volunteers maintain appropriate boundaries in relationships with patients/carers/the public/supporters. Boundaries define the limits of behaviour; boundaries are based on trust and respect; volunteers must guard against breaches of confidentiality by protecting information from improper disclosure at all times.

Relevant Weldmar Policies and Guidelines are available from your Lead/Line Manager or People Services Department.

EXPECTATIONS

1. Ambassador for Weldmar

All staff and volunteers are ambassadors for the charity seen as working for the charity. We rely on you to positively promote the reputation of the organisation at all times.

2. Equality and Diversity

The charity opposes all forms of discrimination on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation.

3. Confidentiality

The charity considers the upholding of confidentiality by its staff and volunteers to be of prime importance. All volunteers are required to sign a form relating to confidentiality, and any breach could lead to cessation of their voluntary services.

4. Raising Concerns

We encourage feedback, positive or negative, from our patients/carers/the public/supporters, which in turn helps us improve and develop the charity. Volunteers with a compliment, complaint or suggestion for development are encouraged to discuss this with their Lead/Line Manager in the first instance.

Alternatively, complete a Reflections leaflet, or contact a member of the Volunteers' Group. Verbal or written complaints must be addressed to the Chief Executive in line with the Complaints Policy.

5. Qualifications (if necessary)

None required

6. Skills and Expertise

- Good interpersonal skills, and a calm and friendly approach
- Confidence to work in a busy office/administrative environment with the ability to work independently at times
- Good understanding of and adherence to health and safety issues
- Ability to make people feel welcome
- Non-judgemental attitude and ability to embrace equality and respect diversity
- Ability to respond appropriately to a range of emotions including for example distress and anger
- Reliable and trustworthy
- Ability to work within the boundaries of these guidelines
- Ability to work as part of a team, and under the direction of a member of staff
- Ability to assess and manage any risks that may occur
- Good administrative skills (desirable but not essential)
- Good computer skills (desirable but not essential)
- No previous experience is required as all training will be given
- Flexible to help in other areas during busy times

7. Training Required (given by the charity)

- Safeguarding Adults
- Fire Awareness
- Risk Reporting
- Information Governance
- Role specific shadowing of existing volunteer
- Confidentiality & Boundaries
- Moving & Handling Level 1
- Infection Prevention

Health & Safety to include:

- General Overview
- Equipment & Electricals
- Emergency Planning
- COSHH

8. Personal Commitment

To regularly commit to a rota which will accommodate your preferences and availability. We do sometimes require additional help to fill gaps on the rota.

We appreciate personal circumstances could change and if you find you are unable to support us as originally intended, please let us know as soon as possible so we can find a replacement to cover your input.

Please notify your Lead/Line Manager without delay and with as much notice as possible of planned holiday or sickness prior to your expected absence so that we can arrange cover if necessary. If you are or have recently suffered from vomiting or diarrhoea, you must exclude yourself for 48 hours, or 72 hours from patient contact or food handling duties, after the cessation of any un-medicated symptoms.

Please notify your Lead/Line Manager of any change in your own physical or mental wellbeing or health that might impact on your ability to undertake this volunteer role.

There will be a 'settling in' period after which your Lead/Line Manager will catch up with you to ensure everything is going well.

You will also be asked to participate in a yearly review of your role.

There may be occasion when we might call on you to help in other areas during busy times, and we appreciate this will be dependent on your availability at that time.

Main Contact

Caroline Couzens or Vanessa Alway	Hammick House	01305 269898
Emergency Contact Number	As above	As above

Lead/Line Manager

Melanie Leyland, People Services Adviser

If you have concerns while on duty
out of hours about a patient
in your care, or a task you have
been asked to do, please ring
07713 511832
and your call will be answered
by one of our nurses

Volunteer Name (please print)

Signed by Volunteer Date

Signed by Lead/Line Manager of Role Date

Appendix

ROLE SPECIFIC TASKS

The work and role of the Volunteer Receptionist is vital to the general and efficient running of Hammick House.

Your duties could include:

- Following procedures for opening up the Reception area at the beginning of the day, and closing down at the end of the day.
- Welcoming visitors, who could be staff members from other sites, external course delegates, attending events, members of the public wanting to buy from the trading shop, and managing the signing-in book.
- Managing telephone calls, using the simple switchboard, transferring calls and responding to enquiries.

Dealing with enquiries from the public and for Weldmar staff, including library books, leaflets and general information.

- Ensuring a smooth handover with reception colleagues using the Handover Log.
- Familiarise yourself with the telephone directory to help you with staff names, departments, different locations, and how to reach someone in an urgent situation.
- Be aware of staff movements using the white board, indicating staff whereabouts, holiday and sickness.
- Dealing with incoming post by sorting and placing in relevant staff pigeon holes.
- Dealing with outgoing post by weighing, selecting correct postage and franking in time for Royal Mail collection at the end of the day.
- Dealing with internal post, ensuring staff travelling between sites help with its transit.
- Dealing with internal brake post which handles medical post to hospitals and GP practices across our region.
- Handling cash donations brought in to Hammick House for Fundraising Department.
- Handling cash and completing sales sheets in relation to sales from the trading shop. Credit card transactions should be referred to Fundraising Department.
- Co-ordinating collections and deliveries into reception, ensuring items are signed for and recipients informed.

- Weldmar Hospicecare generates vital funds through room bookings and facilities for hire at Hammick House, which are co-ordinated through reception and you may be required to help.
- Additional administrative tasks to support the teams working in the building could include photocopying, filing, preparing mailshots, proof reading, envelope stuffing, raffle ticket folding, laminating posters, gift aid documentation, or franking the post.
- Volunteers with computer skills could be asked to help with data inputting and typing reports.
- Tasks are always allocated according to preference and skills of the individual.

**Please refer to the
procedural document held on reception
for in-depth information on all the above**

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Authorised By: Hilary Harrold
Title: Director of People Services

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