



Weldmar Hospicecare
Caring for Dorset

Guidelines for Volunteer Receptionist (Joseph Weld Hospice)

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 whose role has 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 support the Receptionist/Administrator to provide a friendly and welcoming greeting to all visitors to Joseph Weld Hospice. 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

Weldmar Hospicecare recognises and respects the uniqueness and difference of each individual and is committed to equality in all areas of employment, volunteering and service delivery.

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
- Ability to make people feel welcome
- Reliable and trustworthy
- Ability to work as part of a team, and under the direction of a member of staff
- Ability to respond appropriately to a range of emotions including for example distress and anger
- Non-judgemental attitude and ability to embrace equality and respect diversity
- Ability to work within the boundaries of these guidelines
- 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 of reception is required as all training will be given
- Flexible to help in other areas during busy times
- Good understanding of and adherence to health and safety issues

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 the Receptionist/Administrator 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 with other general administrative tasks whilst working on reception.

Main Contact

Ros Ross and Nicky Whitely	Receptionists	01305 215300
Emergency Contact Number	Joseph Weld Hospice	As above

Lead/Line Manager

Chloe Wiseman, Clinical Admin Manager/PA to Nursing & Medical Directors

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 Joseph Weld Hospice.

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 (weekends and evenings).

Welcoming visitors who could be relatives or friends of patients in our care, staff members from other sites, external course delegates, fundraising donors, members of the public wanting to buy from the trading shop, and managing the signing-in book accordingly.

Dealing with enquiries from the public, including leaflets and general information, and recognising when to escalate to a member of staff for further assistance.

Managing telephone calls, using the simple switchboard, transferring calls and responding to enquiries. You should familiarise yourself with the telephone directory to help you with staff names, departments, different locations, and how to reach someone in an urgent situation.

Ensuring a smooth handover with reception colleagues using the Handover Log.

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, then taking to The Winterbourne Hospital 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.

Co-ordinating collections and deliveries into reception, ensuring items are signed for and recipients informed.

Handling cash donations brought in to Joseph Weld Hospice for Fundraising Department.

Handling cash and credit card transactions for shop and food sales.

Joseph Weld Hospice has several communal rooms used for meetings, consultations, training sessions and events, 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, or franking the post.

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**

Author: Chloe Wiseman
Title: Clinical Admin Team Manager/PA to Nursing & Medical Directors

Authorised By: Caroline Sweetland
Title: Head of Nursing & Research

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