

## Volunteer Host

St Teresa's Hospice, Darlington is seeking volunteer applicants for Volunteer Hosts to work in our Hospice on IPU and Woodlands receptions and alongside the Admin Team.

Minimum commitment 3½ hours per week

Multiple posts available

Organisation: St Teresa's Hospice (independent registered charity)

Quality care, genuine inclusion and a welcoming warm hospitality, lie at the heart of hospice care and are essential parts of our service provision and visitors' experience.

We have recently developed an exciting role that involves greeting and directing visitors, undertaking some administrative tasks and sometimes serving refreshments.

The hospitality team is based in the two reception areas:-

- The Main reception for our inpatient unit which includes a small refreshment and retail area (x2 volunteers Mon-Fri)
- The reception for The Woodlands Wellbeing Hub has a café and small shop area (x2 volunteers Mon-Fri)

The successful candidate will have:

Good listening and communication skills

- Administrative skills
- Ability to work in a team

The successful candidate will be:

- Welcoming and professional
- Organised and motivated
- Presentable and reliable
- Passionate about hospice care
- Committed to customer/visitor care
- Respectful of and committed to confidentiality, equality & diversity

At least one session a week over Monday to Friday

- AM session – 9:00am – 12:30pm
- PM session – 12:30pm – 4.00pm

This role would suit someone with experience in a public-facing role, hospitality or administration, which is desirable but not essential. Training and Support will be given.

Induction and mandatory training will be provided

Must comply with St Teresa's Hospice Policies and Procedures

All volunteers are required to provide proof of ID and satisfactory references

Please see the task profile for further details, which is available from our website at <https://www.darlingtonhospice.org.uk/volunteering/>

Successful volunteer applicants are required to provide a standard disclosure check. Disclosure expense will be met by St Teresa's Hospice.

To apply:

**You can download the application form at:** <https://www.darlingtonhospice.org.uk/volunteering/>

Please submit your completed application form via post or by hand to **HR Dept, St Teresa's Hospice, The Woodlands, Woodland Road, Darlington, DL3 7UA**, or by email to [hr@darlingtonhospice.org.uk](mailto:hr@darlingtonhospice.org.uk)

**Closing date for completed applications:** This volunteer vacancy advert will close as soon as sufficient applications have been received. Please apply for this role as soon as you can, if interested.

For more information about the role, please contact the HR Office on 01325 254321 Option 2 followed by Option 2

St Teresa's Hospice complies with GDPR during the recruitment and selection process. For information on how we process your data, please see the St Teresa's Hospice Privacy Notice – recruitment, which is available from our website at <https://www.darlingtonhospice.org.uk/work-with-us/>

St Teresa's Hospice has accreditation as a Disability Confident Employer. We are committed to giving opportunities to disabled people, and we encourage applications from all sectors of the community.