

Volunteer Task Profile

Volunteer Host

<p>Background</p>	<p>A genuine welcome and warm hospitality lie at the heart of hospice care and are an essential part of our visitors' experience.</p> <p>We have recently developed an exciting role that involves greeting and directing visitors, undertaking some administrative tasks and sometimes, serving refreshments.</p> <p>The volunteer host is based in the two reception areas:</p> <ul style="list-style-type: none"> • The Main reception to 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)
<p>Role Title</p>	<p>Volunteer Host</p>
<p>Line Manager (job title)</p>	<p>Admin Department Manager</p>
<p>Other key volunteering relationships</p>	<p>Catering Manager IPU Staff Complementary Therapy Lead</p>
<p>You will need to be:</p>	<ul style="list-style-type: none"> • 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
<p>You will need to have (skills):</p>	<ul style="list-style-type: none"> • Good listening and communication skills • Administrative skills • Ability to work in a team
<p>Qualifications, professional skills, and accreditations/memberships/registrations</p>	<ul style="list-style-type: none"> • Experience in a public-facing role, hospitality or administration is desirable but not essential. • Training and Support will be given
<p>Tasks include (but are not limited to):</p>	<ul style="list-style-type: none"> • Welcoming all visitors and directing/escorting visitors to the appropriate service • Dealing with enquiries • Taking delivery of parcels/equipment • Advising visitors of any health and safety measures • Using the telephone and concierge systems • Selling confectionery, drinks, greetings cards, other promotional items • Photocopying/Clerical tasks as required • Taking orders for refreshments, helping to prepare and serve beverages and snacks

	<ul style="list-style-type: none"> • Taking items for delivery to Darlington Memorial Hospital (samples/small equipment etc)
Time commitment	<p>At least one session a week over Monday to Friday</p> <p>AM session – 9:00am – 12:30pm. PM session – 12:30pm – 4.00pm</p>
Disclosure required	Standard DBS check
General Requirements	<p>Induction and mandatory training will be provided</p> <p>Must comply with St Teresa's Hospice Policies and Procedures</p> <p>All volunteers are required to provide proof of ID and satisfactory references</p>