

Volunteer Task Profile Reception Volunteer

Volunteer Lead: Lead for In Patient Services / In Patient Centre Administrator

Hours: Monday – Sunday 10 – 1 & 3 – 5pm flexible to cover lunches

Available to: Volunteers aged 18+

Introduction

St Luke's is Sheffield's Hospice, with a vision to support and care for everyone affected by terminal illness in Sheffield. We are a community organisation which means that everything we do is focused on helping people in their own communities as well as at our Little Common Lane site and our adjoining site on Ecclesall Road South.

Our shops are all based in the heart of communities across the city, as are our amazing volunteers and we couldn't do what we do without them.

Our In-Patient Centre is open 7 days a week, 365 days a year, providing around the clock, tailored care. Our IPC accommodates 19 patients in 13 single rooms and two three-bedded rooms. We also have our Family Suite; a dedicated space which provides a comfortable and supportive environment to help patients and their loved ones at a most difficult time.

Our Therapies and Rehabilitation Centre and Wellbeing services offer Reiki and massage.

Most of the people we support are actually in their own homes and we endeavour to help them stay at home through care from our Community Team if that is their preferred choice.

What does this role involve?

We are looking for volunteers who can join our reception team during the week in the morning or afternoon. This particular role will be to assist the team with reception duties, covering breaks during our busy periods when the majority of our visitors arrive. You will demonstrate excellent customer service skills to support and assist with the smooth running of our reception area. We are looking for individuals who can help provide a welcoming, friendly, helpful and well managed environment and be able to engage with a wide range of visitors.

Tasks

We do require you to:

- To greet and maintain a friendly, approachable attitude to all patients, visitors and staff
- Answer calls from general public, internal colleagues and health professionals and to relay any messages taken to the appropriate person
- To handle cash transactions accurately and securely
- To ensure that any deliveries are forwarded to the correct department
- Monitor visitors that are waiting and answer any queries as may be required
- Offer assistance to patients and members of the public in the reception area
- Guide visitors to Patients rooms
- To assist with admin duties such as photocopying, filing and franking mail
- Keep the area clean and tidy
- Assist with travel information e.g. local transport, taxi information
- Maintain a high level of patient confidentiality at all times

We do not require you to assist in:

- Patient care or therapies – personal requirements and/or assistance
- Supporting clients in a clinical capacity, such as assisting them to use the toilet or assist with their mobilisation
- Viewing patients records
- Discussing Patients personal details/information on the telephone or in person
- Taking any personal information from clients

Training

- St Luke's Induction
- Local Department Induction
- Appropriate Mandatory Training for the role via E-learning
- Regular reflective practice and discussion sessions
- Introduction to questionnaire and shadowing Patient Experience Lead.

Benefits

- Gain experience of working in a caring profession
- Opportunity to help people to improve and make the most of their lives
- Opportunity to meet and work with interesting diverse people
- Opportunity to give back to the community in a direct and meaningful way
- Get job references and develop a portfolio of skills training gained
- Reasonable travel expenses paid (in line with the volunteer policy)
- Learn and develop new skills
- Gain valuable experience for your university/college application

General

- Be a minimum of 18 years
- Abide by the Health & Safety at Work Act.
- Be dressed in appropriate uniform provided and display the identification badge at all times
- Have a current enhanced DBS generated by St Luke's Hospice
- Respect confidentiality applying to all Hospice areas
- Adhere to Hospice policies and procedures
- Comply with the Hospice no smoking policy
- Participate in and contribute to team meetings (if applicable)
- Co-operate and liaise with departmental colleagues
- Have a positive attitude
- Be willing to try new skills and join in with various groups.
- Provide social interaction with visitors where appropriate.
- Maintain a high level of client confidentiality at all times.

Contact Information

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