

ST. JOHN'S INPATIENT UNIT - VOLUNTEER RECEPTIONIST ROLE DESCRIPTION

ACCOUNTABLE TO:	Director of Clinical Services; In-Patient Unit Manager, In-Patient Unit Staff
RESPONSIBLE TO:	Community & Volunteering team

Background

St John's Hospice Inpatient Unit (19 beds comprising a male and female bay and individual rooms) provides support for people with terminal illness who require specialist palliative care. People will also be admitted to the inpatient unit while in treatment, to rest, or as part of their recovery process between being in hospital and going home.

The receptionist is often the first person patients, partners, family and visitors meet. The welcome, consideration, respect and guidance the receptionist offers can help ease the anxiety and worry people can feel when coming into the hospice, especially for the first time.

The receptionist's phone manner and ability to communicate information clearly can help enormously in the operation of the unit and of the professional reputation of the unit and staff. This role is integral to the smooth operation of the inpatient unit.

MAIN DUTIES

The role of the volunteer is to support the structure and organisation of the In-Patient Unit to ensure that every patient and their family members have a positive experience.

Volunteers are involved with the running of the Unit Monday – Sunday 9.30am – 7.30pm.

Volunteers play a vital role in helping patients feel cared about, comfortable and relaxed along with ensuring visitors, staff and relatives are fully informed and supported. There a number of specific responsibilities within the volunteer remit. These may vary in relation to the needs of each patient and the shift time.

Key Responsibilities:

- Answering the phone in a timely, polite and professional manner
- Welcoming all admissions, including directing Ambulance admissions to appointed rooms, and alerting ward nursing staff of admission.
- Relaying information either by redirecting calls or taking messages
- Ensuring messages are delivered appropriately and to the person(s) they are intended for
- maintaining standards of confidentiality with regard to communicating information about and for patients, partners, family and hospice staff
- Greeting ALL visitors to reception in a cordial and respectful manner
- Showing or verbally guiding visitors to rooms or waiting areas in a polite and professional manner
- Informing staff when visitors have arrived for specific appointments or meetings

- Ensuring visitors to the inpatient unit sign the visitors book (on arrival and departure)
- Ensuring the reception area is well maintained with stock in general use (e.g. paper & pens)
- Ensuring the reception area is neat and tidy (including any floral arrangements, leaflet holders etc)
- Checking the beverages area by reception to ensure it is clean, tidy and well maintained
- Ensuring the Community & Volunteering team and inpatient staff are aware of any changes in ability to cover duty (vacations, illness etc)
- Regularly meeting with the Community & Volunteering team to discuss the role
- Understanding health and safety policies and procedures
- Adhering to infection control policies

Hours of Work

Morning Shift: 9am – 1.00pm

Afternoon Shift: 1.00pm – 4.30pm

Evening: 4.30pm – 7.30pm

Person Specification

The following skills are essential:

- Be able to listen and empathise
- Be able to initiate communication and create a welcoming atmosphere
- Possess strong interpersonal and communication skills
- Have a friendly demeanor and confident appearance
- Be presentable regarding dress code (casual smart)
- Be able to cope in a busy environment
- Enjoy meeting and dealing with a variety of people
- Be self motivated and enthusiastic
- Be able to work effectively in a team
- Be able to get involved in activities
- Ability to recognise the importance of establishing a good rapport with staff
- Ability to maintain regular clear communication with the Community & Volunteering team.

All new volunteers are given a short induction which includes confidentiality policies, evacuation procedures and health and hygiene (safety at work).

Disclosure and Barring Service (DBS) check

This position is subject to a Criminal Records Bureau check at enhanced level.

Confidentiality

The post holder must maintain the confidentiality of information about patients, staff and other health service business in accordance with the draft Code of Confidentiality and the Data Protection Act (1998).

Health and Safety

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.