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| Role title: | Volunteer Ward Receptionist |
| Location: | In-Patient Unit, Jackson-Barstow House,  28 Thornbury Road, Uphill, WsM, BS23 4YQ |
| Suggested involvement: | Various shifts available |
| Line Manager: | Phil Edwards, In-Patient Unit Manager  (01934 423900) |
| Purpose of role: | To work as part of the In-patient Unit Team, providing administration and general support for the Nursing Staff and providing assistance to patients and relatives where necessary. |
| Main tasks: | * Work according to the policies and procedures of Weston Hospicecare and to maintain confidentiality. * Help promote and maintain an environment conducive to meeting the needs of patients, their relatives and friends. * Contribute to a team approach to patient care in conjunction with nursing colleagues, medical staff and professions allied to medicine. * Support bereaved relatives in conjunction with trained staff. * Assist in the safe handling of patient’s property and valuables in conjunction with nursing staff. * To have an understanding of and work according to the routine for Volunteer Ward Receptionists. * To maintain effective communication with internal and external departments, patients and relatives. * Assist in the training and induction of new Volunteer Ward Receptionists. |
| Experience and / or skills: | * Warm and caring * Highly organised and professional * Enthusiastic * Team player * Excellent communication skills * Experience of working in a healthcare environment * IT literate |
| We ask all our volunteers to: | * Be reliable * Have a warm, friendly, adaptable, caring approach * Be open-minded and tolerant of different lifestyles and values * Be able to work within personal and organisational boundaries |
| Induction and training: | Induction and training with the In-Patient Unit Team  Statutory / Mandatory training as required for role  Orientation training session to be attended |
| Expenses: | We will reimburse you with any agreed out of pocket expenses incurred whilst carrying out this volunteer role in line with Weston Hospicecare’s expenses policy. |
| Practical considerations: | This is a volunteer role with no contractual obligations.  This role is subject to an enhanced DBS check.  In addition to the specific tasks outlined in this role description, all Weston Hospicecare Volunteers are required to operate within all relevant policies and guidelines, and should be aware of their specific responsibilities towards the following:   * Weston Hospicecare has a no smoking policy (Inc. Vaping/E-cigarettes) throughout the organisation, including all retail locations and hospice vehicles * Adhere to all Health & Safety and Fire Regulations and to co-operate with the charity in maintaining good standards of Health & Safety * Promote and sustain a responsible attitude towards equal opportunities and diversity within the charity |