

## Volunteer Role Description

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| <b>Post</b>  | <b>Reception Volunteer</b>  |
| <b>Department</b>  | <b>Lansdowne House Reception<br/>Michael Sobell House Reception</b> |
| <b>Location</b>  | <b>Harlington or Northwood</b>                                      |
| <b>Responsible to</b>  | <b>Operational Manager/ Office Manager/ HR Lead</b>                 |
| <p>Reception volunteers are the face of Harlington Hospice at our two Houses, Lansdowne House and Michael Sobell House. They provide a first and lasting impression for our visitors and the people we support. We are looking for someone with excellent communication skills, welcoming, caring and willing to support our team.</p> |   |

### Time Commitment

#### Lansdowne House

A minimum of four hours per week:

- 📅 Between the hours of: Mon – Fri from 9am to 5pm

#### Michael Sobell House

A minimum of three hours per week:

- 📅 Mon – Thursday 9am to 1pm or 1pm to 4.30/ Friday 9am to 1pm or pm to 4pm
- 📅 Sat – Sun from 10am to 2pm

**Please note the following tasks may vary depending on the site you volunteer.**

### Task and activities

- Meet and greet visitors and patients on reception.
- Process telephone calls, in a helpful, friendly and professional manner, taking accurate messages and relay to the appropriate personnel.
- Support the Operational Manager and multi disciplinary team with tasks. Including, photocopying, typing and general office duties as required.

Harlington Hospice, Lansdowne House, St Peters Way, Harlington, Hayes, UB3 5AB

General: 020 8759 0453 | 24/7 Advice & Support: 020 3824 1268 | Fundraising: 020 8106 9222

[info@harlingtonhospice.org](mailto:info@harlingtonhospice.org) | [harlingtonhospice.org](http://harlingtonhospice.org)

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- Deal with tasks in the Communication book; update accordingly and document time of admission for patients to the inpatient unit.
- Inform relevant personnel when a patient/client has arrived, and provide hospitality when required.
- Support with data input and validation onto palliative care systems as required.
- Keep the reception environment and foyer area tidy and presentable at all times.
- Receive deliveries on reception notifying relevant personnel on arrival.
- Collection of post once daily as required.
- Ensure adequate stationery and office supplies are available and notify staff when stock of an item is low.
- Maintain privacy and strict confidentiality of patient information at all times.

## Skills and Personal Qualities

- Welcoming, courteous and friendly.
- Honest and trustworthy.
- Excellent communication and personable skills.
- Flexible, adaptable and willing to take on tasks as required.
- Reliable and committed.
- Non judgmental and accept people as individuals and respect their differences.
- Computer literate.

## Dress Code

Appropriate dress for the role to reflect the professional image of the Hospice. A volunteer badge must be worn.

## Training and Support

- Volunteer Induction Programme which includes Mandatory Training and should be completed before commencing the role.
- Full training will be given for each specific role and staff will be able support you when necessary.
- Regular supervision.
- Competencies for certain tasks and activities.
- Hospice newsletters.

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