



# Reception Volunteer

## About the role

Reception Volunteers are often the first contact people have with St Richard's Hospice, either over the phone or face-to-face.

Volunteers support the hospice's Reception Team to provide a professional, empathetic welcome to everyone, and to deal with their enquiries efficiently.

We ask Reception Volunteers to give one, four-hour shift a fortnight. There may be occasional requests to cover holidays and weekends.

## What will you do in this role?

- Greet visitors in a friendly and approachable manner over the phone and in person
- Direct enquiries to the right person, or department
- When necessary, escort patients and visitors to the appropriate part of the hospice
- Show compassion to grieving visitors
- Assist patients with limited mobility
- Sign for deliveries
- Make hot drinks for visitors while they wait in Reception, and clear away cups
- Use the till when visitors wish to purchase goods on sale in Reception
- Keep Reception tidy

## What are the qualities needed for this role?

We are looking for volunteers who are:

- Friendly, welcoming, and patient
- Physically active
- Emotionally resilient
- Empathetic and able to maintain confidentiality
- Calm under pressure and able to field varied enquiries



## About St Richard's Hospice

St Richard's cares for adults with a serious progressive illness, improving their quality of life from diagnosis, during treatment and to their last days. And, we support their loved ones.

## Volunteering at St Richard's Hospice

We offer a comprehensive onboarding process including an induction day and role specific training sessions. People who regularly volunteer at the hospice are subject to a Disclosure and Barring Service (DBS) check.

## Our promise to you

- To be part of a team and make a difference to patients and their loved ones
- Support and guidance from our staff
- To gain new skills and work experience while building your confidence
- Invitations to social events and the chance to meet other volunteers and staff
- Opportunity to feedback about your volunteering experience
- A flexible approach to volunteering
- Reimbursement of out of pocket travel related expenses
- Regular communication and updates about the hospice

## Your promise to us


- Complete annual mandatory training
- Act in line with our shared values: caring, compassionate, committed and professional
- Maintain confidentiality
- Follow St Richard's policies and procedures
- Complete your agreed volunteer shifts
- Be a positive representative of St Richard's and an ambassador of our work

**We are hugely grateful to our volunteers who help us continue to care for patients and loved ones. Thank you for your interest in volunteering with us.**



### Contact us

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