



Hospice Door Volunteer: Role profile

Title	Door Volunteer
Reporting to	Nurse in Charge
Location	St Austell
Hours	Evening or weekend shifts, weekly or fortnightly

Our hospice

Mount Edgumbe Hospice in St Austell offers care to people with life-limiting illnesses and support to their families and carer. To run efficiently we require the help of a team of door volunteers to cover the reception desk during out of office hours, who work a regular shift, weekly or fortnightly, reporting to the Nurse in Charge and accountable to the Volunteer Services Coordinator.

Your role

- Staffing the reception desk
- Meeting and greeting visitors to the hospice
- Offering hospitality to patients' relatives
- Keeping the concourse kitchen area tidy
- Volunteering for morning, afternoon or evening shifts for a minimum of six months

Your qualities

You need no special skills for volunteer reception work but the following qualities are important:

- Confidentiality
- Reliability
- Empathy and understanding
- Good interpersonal skills

How we work together

Volunteers are a valued and vital part of Cornwall Hospice Care.

What volunteers can expect from CHC

- To be valued and treated with respect
- To receive the appropriate induction and training
- To be supported in the role, with a clear explanation of what it involves
- To have adequate supervision in the role
- To have access to information to enable them to perform their duties
- To be able to decide at any time to end their CHC involvement
- To have safe working conditions
- To be reimbursed for reasonable out of pocket expenses
- To be appropriately covered by insurance
- To develop and grow within the voluntary job

What CHC expects from volunteers

- To perform tasks reliably and with flexibility
- To work within CHC's aims and objectives
- To attend training and volunteer meetings when required and where possible
- To accept support and supervision to enable performance of the duties
- To respect and maintain confidentiality at all times
- To demonstrate a commitment to the philosophy of Cornwall Hospice Care

How we work together

Volunteers are a valued and vital part of Cornwall Hospice Care.

What you can expect from us

- To be valued and treated with respect
- To receive the appropriate induction and training
- To be supported in your role, with a clear explanation of what it involves
- To have adequate supervision in your role
- To have access to information to enable you to do your duties
- To be able to decide at any time to end your CHC involvement
- To have safe working conditions
- To be reimbursed for reasonable out of pocket expenses
- To be appropriately covered by insurance
- To develop and grow within your voluntary job

What we expect from you

- To perform your tasks reliably and with flexibility
- To work within CHC's aims and objectives
- To attend training and volunteer meetings when required and where possible
- To accept support and supervision to enable you to perform your duties well
- To respect and maintain confidentiality at all times
- To work to and within your Role Profile
- To have a commitment to the values of Cornwall Hospice Care