



Cornwall Hospice Care
Caring for our community

Hospice Reception Volunteer: Role profile

Title	Reception Volunteer
Reporting to	Nurse in Charge
Location	St Austell & Hayle
Hours	Four-hour shifts, weekly or fortnightly

Our hospices

Cornwall Hospice Care has two hospices offering care to people with life-limiting illnesses and support to their families and carers. The hospices are Mount Edgumbe in St Austell and St Julia's in Hayle. To run efficiently they require the help of a team of reception volunteers, who work a regular four-hour 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
- Answering the phone and taking messages
- Offering hospitality to patients' relatives
- Photocopying and other general admin duties
- 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
- Confident and calm telephone manner

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