

Hospice Reception Volunteer: Role profile

Title	Reception Volunteer
Reporting to	Nurse in Charge
Location	St Austell & Hayle
Hours	Morning, afternoon or evening 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 Edgcombe 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.

Our Vision

Is for all people living with terminal illness in Cornwall to be able to access the care and support they may need at the time and in the place that is right for them and their families

Our Mission

We aspire to deliver the highest possible quality care and support to our patients and their families. We will strive to develop and secure the resources necessary to achieve this, now and in the future

We aim to....

Care by delivering the highest quality, holistic, compassionate and individualised care to people in Cornwall

Value everyone, behaving with honesty and integrity and unlocking the potential of staff and volunteers so they can deliver a high standard of care, ethically generate funds and support the patients, families, friends and carers who rely on us

Listen carefully to what patients, families and professionals are telling us about the services we provide

Communicate in a timely and transparent manner with both internal and external audiences, ensuring we engage, consult and inform everyone in Cornwall and beyond of what we are doing and why

Collaborate working in partnership with other to broaden our scope and deliver services to those who are hard to reach

Innovate by encouraging creativity and development of ideas to ensure we are as efficient and effective as we can be in everything we do

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
- Till operation (St Austell only)
- Volunteering for morning, afternoon or evening shifts

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