

# RECEPTIONIST (TURNCHAPEL)

## VOLUNTEER

**LINE MANAGER:** Senior Receptionist

**LOCATION:** St Luke's, Turnchapel

### DESCRIPTION OF ACTIVITIES

- To receive and welcome visitors to the Hospice.
- To make and receive telephone calls using the switchboard and diverting calls to relevant extensions.
- To take messages for staff or patients.
- To deal with purchases from the shop using the till.
- Helping with the shop (cabinets) including pricing goods.
- To follow organisational procedures for the operation of the till.
- To receive and log in deliveries and to inform the appropriate department.
- To sell staff meal vouchers.
- Reading the reception handbook.
- Keeping up to date with reception procedures.
- To show visitors to the correct ward.
- To help patients and visitors with any queries they might have.
- Accept donations and collecting cans, ensuring that relevant forms are completed and receipts given. (Evenings and weekends only).
- Opening and closing down of Reception (if appropriate).
- To help members of staff with post on occasions.
- To serve visitors/patients on the Served on occasions when needed.
- To contact your Line Manager should you not be able to cover your shift, giving ample notice, so that cover can be arranged.

**St Luke's Volunteer Services**

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**[www.stlukes-hospice.org.uk](http://www.stlukes-hospice.org.uk)**