

Volunteer Receptionist – Role Description

Purpose of the Position	To be KEMP Hospice main receptionist on one morning or afternoon per week. You are the face and voice of KEMP – our receptionists are often the first point of contact for people visiting or calling the Hospice.
Supervisor	Care Services Assistant
Tasks Involved	<ul style="list-style-type: none"> ✚ Greet all KEMP Hospice visitors, staff, patients and contractors and ensure they sign in and sign out on departure. ✚ Answer phone calls and transfer or take messages as appropriate. ✚ Relay information internally / externally including via email. ✚ General reception duties when necessary, e.g. mail, filing, shredding, typing, fundraising jobs, updating the diary.
Duty Times	<ul style="list-style-type: none"> ✚ We are open to patients Monday, Tuesday, Wednesday and Friday 9am-4.30pm. ✚ Morning 9:00 – 13:00 ✚ Afternoon 13:00 – 16:30 ✚ Occasional Tuesday evening cover 16:30 – 19:30
Desired Skills	<ul style="list-style-type: none"> ✚ Excellent listening and communication skills ✚ Planned, organised and flexible – able to cope during occasional busy periods ✚ Professional manner ✚ Confidentiality ✚ Experience of working on reception or on switchboards (not essential) ✚ Previous experience of Microsoft Office, ideally including Outlook
Benefits to Volunteers	<ul style="list-style-type: none"> ✚ Being part of a dedicated team ✚ A sense of fulfilment in providing a much needed service. ✚ Ongoing training and support.
General	<p>All KEMP Hospice employees and volunteers are required to:</p> <ul style="list-style-type: none"> ✚ Abide by the Health & Safety at Work Act. ✚ Respect confidentiality applying to all Hospice areas. ✚ Work within Hospice policies and procedures. ✚ Comply with the Hospice no smoking policy. ✚ Participate in and contribute to team meetings. ✚ Co-operate and liaise with colleagues. ✚ Always behave in a professional manner, reflecting and maintaining KEMP values as set out in the KEMP Way. ✚ Undertake mandatory training.

“We are a great place to work and VOLUNTEER.”

KEMP Hospice Strategic Goal - Strategy 2024

Other requirements

Two references
DBS Check – basic, standard or enhanced dependant on the role
A willingness to undertake mandatory training as applicable to the role

Mandatory Training

Volunteer Role	DBS	Safeguarding	Food Hygiene	Moving and Handling	Data Security	Infection Prevention
Reception	Standard	✓			✓	

KEMP is very flexible when it comes to our volunteers. We aim to accommodate your preferred times and days to work around you. All we ask is that you let us know if you are unable to volunteer as planned.

Thank you for taking an interest in volunteering for KEMP - for more information please contact volunteering@kemphospice.org.uk or call 01562 756000.