

**Little Havens Receptionist**

<b>Time Commitment</b>	We are looking for a time commitment of four hours a week, this would be on a set day Monday – Friday
<b>Location</b>	Little Havens Hospices, Thundersley
<b>About Us</b>	<p>Havens Hospices provides palliative nursing and supportive care to adults and children living with complex or incurable conditions.</p> <p>Havens Hospices is committed to safeguarding patients and their families, visitors, staff and volunteers. The recruitment of all staff, volunteers and trustees is robust and follows principles for Safer Recruitment.</p> <p>Our Values</p> <ul style="list-style-type: none"> <li>• Care and Compassion</li> <li>• Commitment</li> <li>• Community</li> <li>• Courage</li> <li>• Integrity</li> </ul>
<b>Benefits of volunteering</b>	<ul style="list-style-type: none"> <li>• Meet new people</li> <li>• Try something new</li> <li>• Be part of your local community</li> <li>• Learn a new skill or experience</li> <li>• Increase confidence and self esteem</li> <li>• Improve employment prospects</li> <li>• Be part of a team</li> <li>• Move towards making a career change</li> <li>• Use your skills to benefit others</li> <li>• Give you a purpose or routine</li> <li>• Training in a key industry skill</li> </ul> <p>Evidence suggests that volunteering has a positive impact on your health and wellbeing.</p>
<b>What we offer you</b>	<ul style="list-style-type: none"> <li>• Named Volunteer Coordinator to support you in your role</li> <li>• Induction and ‘on the job’ training as required</li> <li>• Volunteer Charter which demonstrates our commitment to volunteers</li> <li>• Agreed out of pocket travel expenses</li> <li>• Recognition in the form of thank you events</li> <li>• Certificate of volunteering (on request)</li> </ul>

<b>What the role involves</b>	<ul style="list-style-type: none"> <li>• Greeting all visitors/families warmly and offer assistance where necessary</li> <li>• Answering telephone promptly and politely then transfer call to appropriate extension, taking messages and passing them on efficiently, verbally, written or by email</li> <li>• Receiving and ensuring correct distribution of all incoming mail, donations and other deliveries</li> <li>• Any other reasonable duties designated by the Volunteer Coordinator</li> </ul>
<b>Skills, experience and qualities required for the role</b>	<ul style="list-style-type: none"> <li>• Good administration skills and able to use IT software</li> <li>• Confident telephone manner</li> <li>• A good standard of written and spoken English</li> <li>• Attention to detail</li> <li>• You will be able to communicate effectively</li> <li>• You will be able to work well within a team environment</li> <li>• Understand and maintain confidentiality</li> </ul>
<b>Recruitment process</b>	<ul style="list-style-type: none"> <li>• Application form</li> <li>• Informal interview</li> <li>• ID verification</li> <li>• Two references</li> <li>• Recruitment paperwork</li> <li>• Induction session</li> <li>• e-learning training (paper based available if not computer literate) and Workbook</li> </ul>
<b>What we require from our volunteers</b>	<ul style="list-style-type: none"> <li>• Satisfactory recruitment checks</li> <li>• Respecting and adhering to the charity's Values</li> <li>• Following the guidelines, policies and procedures of the charity</li> <li>• Carrying out your role to the best of your ability, enthusiasm, and professionalism</li> <li>• Being reliable and committed, giving as much notice as possible if you are unable to attend your shift</li> <li>• Participating in training deemed relevant for your volunteer role, within the agreed timeframes</li> <li>• Maintaining confidentiality of charity information and adhering to GDPR (data protection) regulations</li> </ul>
<b>Volunteer Services Team contact details</b>	<p>01702 426237  <a href="mailto:volunteering@havenshospices.org.uk">volunteering@havenshospices.org.uk</a>  <a href="http://www.havenshospices.org.uk/volunteering">www.havenshospices.org.uk/volunteering</a></p>

Reviewed March 2021