PILGRIMS HOSPICE SOCIETY

Volunteer Position Description

Position Title: Receptionist Volunteer

Immediate Supervisor Coordinator, Volunteer Services and/or Executive Assistant. Scheduling will be completed one month in advance by the Volunteer Coordinator.

Location: Pilgrims Hospice Society

Receptionist Volunteers:
The role of the Receptionist is to assist in monitoring all incoming and outgoing traffic through the main entrance as well as monitoring incoming phone calls/inquiries. The receptionist is a welcoming, friendly and warm person that greets all our clients' families and caregivers that come through our doors.

Skills required: Caring, compassionate, sensitive, good communication skills, non-judgmental, dependable, organized, trustworthy, understanding of, and adaptable to, different cultural, spiritual, and intellectual needs and able maintain strict confidentiality.

Role Summary: Receptionist Volunteers function in a supportive capacity to Pilgrims Hospice clients, family members and caregivers by working with the staff and other volunteers in a team effort. This will involve assisting the staff in greeting and monitoring all traffic and persons entering and exiting the facility, answering the telephone and assisting with additional administrative and or clerical tasks. The position requires a flexible individual, who can also adapt to the needs at hand; i.e., light housekeeping, assisting with kitchen clean-up.

Minimum Age: Volunteers required to be 18 years of age or older.

Responsibilities of the volunteer:

- To adhere to Pilgrims Hospice Society's policies and procedures;
- To advise Pilgrims Hospice staff in a timely manner if unable to fulfill duties;
- To complete all training for this position;
- To maintain a clear vision of the volunteer role with clients;
- To provide adequate notice of changes in volunteer status.

Tasks Include:

- ✓ Assisting the staff with the incoming flow of visitors and guests. Monitoring front entrance.
- ✓ Answering the telephone is a primary responsibility.
- ✓ *Communicate* any client concerns to the Volunteer Coordinator and or staff as appropriate.
- ✓ The volunteers will be required to *peruse the volunteer binder and/ or ask staff/fellow volunteers* to familiarize themselves with updates prior to their shift.
- ✓ They will be required to attend volunteer team meetings as requested.
- ✓ Provide direction and comfort measures to the family and visitors upon arrival.

Time Commitment: minimum 4 hour shift
8:30am-12:30pm
12:30pm-4:30pm

Training and orientation: All hospice volunteers will be screened, trained and orientated to Pilgrims Hospice Society policies and procedures.

Benefits of the position:

- ✓ Rewarding experience
- ✓ Gain valuable work experience
- ✓ Work as part of a dedicated team
- ✓ Give back to the community
- ✓ Educational opportunities
- ✓ Social opportunities