

	Subject:	No. of Pages:	Effective Date:
	Job Description – Reception Volunteer	2	March 8, 2023
	Type: Volunteer	Version #: 1	Approved: March 8, 2023
	Finalized/Approved Revision New	March 8, 2023	<u>Executive Director</u> Individual/Department

Reception Volunteer

Position Summary

The reception volunteer promotes an atmosphere of welcome for all individuals, contacting or visiting Hospice Renfrew. Reception duties include but are not limited to greeting and screening visitors, forward as appropriate or addressing general inquiries by providing information and/or directing individuals to appropriate staff and programs. The reception volunteer also supports the administrative team with the collection of donations as they come in as well as other tasks as required.

Reports to: Volunteer Coordinator

Position Requirements:

Requirements:

- 4 hours per month **for a minimum of 1 year** or as assigned.
- Notice of two weeks is required prior to resignation.
- Notify your team leader and Volunteer Coordinator of any time off/vacation requests, providing a notice of a minimum of 2 weeks.
- Required to be vaccinated against Covid-19 (at least 2 vaccines).
- An up-to-date police records check for vulnerable sector.

Skills/Abilities:

- Demonstrates ability for empathy, compassion, confidentiality, and active listening skills.
- Ability to work independently, exercise sound judgement, as well as adhere to policies and procedures.
- Demonstrates commitment to teamwork with an ability to work effectively with others.
- Follow all and any direction by the Volunteer Coordinator or from another manager that keeps within Hospice Renfrew’s vision, mission, and values.

Key Areas of Responsibility

- Check in with the nurse on duty at the beginning of assigned shift.
- Always adhere to the Hospice's volunteer engagement policies and procedures.
- Know how to direct messages using our phone system.
- Welcome visitors with directions to their desired location, department, program or staff member within Hospice.
- Collect any mail that has been delivered as well as donations from the donation box before leaving for the day.
- Collect and provide a receipt for any walk-in donations made on your shift.
- Take any in person donation to the office administrator. If she is not in, place it in the donation lock box for the next day.
- Perform other position-related duties as assigned to meet the ongoing needs of hospice.
- Always place any incoming meals from Meals on Wheels in the fridge right away and inform a staff member or resident and family support volunteer that the meal/s have arrived.
- Perform other housekeeping duties in your area to assure all is clean and disinfected.

Key Relationships and Interactions

Direct

- Volunteer Coordinator

Indirect

- Executive Director
- Clinical Service Coordinator

Training

- Hospice Palliative Care of Ontario online training.
- In person with proper body mechanics.
- Volunteer Engagement Policies and Procedures.
- Volunteer Handbook.
- Collection and receipt of in person donations.
- Covid-19 Screening Protocols.
- Infection Prevention and Control Training.
- GHS (Global Harmonized System) Training.
- Workplace Violence and Harassment Training.
- Fire Extinguisher Training.