

Volunteer Role Description



Role Title:	Reception Volunteer	31/03/2026 V2
Role Location:	Treetops Hospice, Derby Road, Risley, DE72 3SS	
Commitment:	Specify day & number of hours (offer flexibility wherever possible)	
Responsible to:	Wendy Hambleton — Line Manager	

Treetops Hospice — Where every day counts

Our vision: That everyone within the communities we serve has access to end of life care of the highest quality.

Our Mission: To make every day count through giving the highest quality support for patients and families living with life limiting illness or affected by death and dying:

- Ensuring we have the skills and experience to deliver and promote excellence in end of life care provision
- Working in partnership with other local end of life service providers to ensure the best possible patient experience is achieved
- Developing services to reflect the changing needs of the diverse community we serve

The volunteer opportunity—How you can make a difference

Following successful completion of the mandatory initial training provided by Treetops Hospice your role will involve the following:

To promote the principles and values of the organisation by providing a welcoming and efficient frontline service for all customers.

- Providing a warm welcome and response to all 'customers', either on the phone or in the hospice.
- Answering the phone to external callers and either dealing with the call or directing them to the most appropriate person.
- Taking and passing on or emailing messages when the person required by the caller is not available.
- Dealing with personal callers by providing the most appropriate response.
- Assisting customers with purchases, taking payment and recording the sale in the cash book.
- Informing facilities staff about deliveries and signing for them.
- Keeping up-to-date with new information on reception and at the Hospice.
- Small admin tasks such as labelling or stamping envelopes as required by departments, if time allows.

Skills & Qualities—Will the role suit me?

- A warm, friendly personality.
- Excellent communication skills
- Basic computer skills
- Good standard of literacy and numeracy
- Ability to take in information quickly and accurately
- Confidence and an ability to respond assertively
- Appearance clothing must be clean, smart casual/conservative.

Benefits—What can Treetops Hospice offer me as a volunteer?

- * The opportunity to be introduced to how Treetops Hospice works and your role within the organisation, providing you with a supportive training and induction programme.
- * Relevant mandatory training
- * Further to the mandatory training there is optional training available which will enhance your role and the skills that you can use. These will be communicated either via the internal newsletter Connected or by email invite. Please let us know if this falls on your duty day so that we can arrange cover.
- * Group support meetings are held 2/3 times a year. You are encouraged to attend these wherever possible.
- * Refreshments provided while on duty.
- * Reimbursement of your travel expenses (see below).
- * The chance to develop new skills and experiences to add to your CV.
- * Personal satisfaction.
- * The opportunity to 'give something back' and support your local community

Additional information—What else do I need to know?

This is a key volunteer role in the organisation. It is recognised that a new receptionist will need to develop knowledge and experience over a period of time in order to be fully effective in the role and support will be given in order for the volunteer to achieve this. The success of this role will be measured by the feedback received from customers.

Most receptionists offer half a day a week/fortnight, or offer relief cover. The morning session is 9am to 12.30pm, the afternoon session is 12.30pm to 4.00pm.

Travelling expenses can be paid to attend the hospice for covering reception and attending training and support sessions, these should be claimed monthly (in exceptional circumstances up to 3 months only may be claimed). Some volunteers choose not to claim expenses and see this as a way of supporting us for which we thank you. If you are eligible please consider donating your expenses using Gift Aid (please ask for details).

Treetops Hospice, Derby Road, Risley, Derbyshire, DE72 3SS

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