



## VOLUNTEER OPPORTUNITY - POST DESCRIPTION

<b>DETAILS</b>	
Volunteer Role Title:	Volunteer Receptionist - In-Patient Unit (IPU)
Responsible to:	Business Support Supervisor
Department:	Business Support
Required Hours/Times:	Various Shifts – 2 / 3 hours between or 9.00am -8.00pm Monday to Sunday
Location:	Hospice IPU Nelson Street Greenock

<b>PURPOSE</b>
<p>Volunteers are so important to the work of Ardgowan Hospice. We depend on contributions of time and skills so that we can continue to provide expert care to patients and their families.</p> <p>As a Volunteer Receptionist you will provide a warm, courteous and helpful welcome to all of our visitors. You should be comfortable answering external and internal telephone calls, and receiving and processing donations and gifts from members of the public. This is a busy environment, and our volunteer receptionists must be good at multi tasking.</p>

<b>REQUIRED SKILLS / EXPERIENCE</b>
<p>Candidates must be able to work on own initiative as will often be own their own at the reception desk.</p> <p>The ideal volunteer will have:</p> <ul style="list-style-type: none"><li>● Excellent customer service skills and emotional intelligence</li><li>● Strong communication skills and empathy</li><li>● Basic IT ability and have used Google applications</li><li>● Problem solving skills</li><li>● Ability to be flexible and adaptive</li><li>● Strong understanding of confidentiality</li></ul>

If you are interested in applying for this position please call the Volunteering team on 01475 726830 or email [volunteering@ardgowanhospice.org](mailto:volunteering@ardgowanhospice.org)