

**Hospital to Home Reception Volunteer**

**Overview**

The Hospital to Home service offers volunteers the opportunity to help by providing support to maintain a reception service as well as providing some administrative support to the wider team



**What does volunteering involve?**

We are looking for someone to provide some weekend and evening support on our reception desk in our new hub at the Gledhow wing in St James’s hospital.

Key responsibilities:

* Meeting visitors at reception
* Speaking with members of the public including older people, their carers/ families
* Producing word documents such as posters or signs
* Using outlook to respond to emails sent within the team
* Stock checking of leaflets and publications
* Printing/ preparing blank client packs
* General printing/ scanning/ photocopying/ emails
* Occasional covering of the service referral line





**Can you help?**

This role would suit somebody with previous experience of working in a reception or customer support role or someone who has some administrative experience and would like to gain experience of reception. We are also looking for volunteers with:

* A caring, sensitive manner and a non-judgemental approach.
* Patience, tact and empathy
* Ability to understand and maintain professional boundaries
* Reliable / dependable / flexible
* Understanding of confidentiality (working with Age UK Leeds policies and procedures).
* Good listening and communication skills

**Volunteer Commitment**

All Age UK Leeds volunteers are offered a full induction. Volunteers also have access to training, informal supervision, briefings and opportunities to participate in social events. Age UK Leeds will provide specific training on Safeguarding, Professional Boundaries and anything relevant to the role.

All agreed out of pocket expenses such as travel costs will be met by Age UK Leeds.

**We offer:**

* support and training
* work experience
* opportunity to develop new skills and interests
* chance to meet new people
* an opportunity to contribute to and be part of an established organisation specialising in the knowledge and understanding of the older people of Leeds

If necessary for the role being undertaken, a full DBS will be completed, which we will organise, and references received before commencement.

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**How to apply**

**To find out more about volunteering with the Age UK Leeds Hospital to Home Service please email:**

**Victoria.pearson@ageukleeds.org.uk**

**Or call:**

**Victoria Pearson:07895 330371**