

## Position Description

<b>Role:</b>	Volunteer Receptionist
<b>Reporting to:</b>	Administrator - Porirua
<b>Hours:</b>	Weekly Thursdays 10am – 1pm
<b>Location:</b>	10 Awatea Street, Ranui, Porirua
<b>Date Prepared:</b>	<b>March 2023</b>

### Purpose of the role

You will be the first point of contact for Mary Potter Hospice at Te Whare Ranui welcoming patients, whanau and other visitors. As part of the role you may perform other administrative tasks as required

### Key Tasks

- Meeting and greeting patients, families, visitors, Hospice staff and volunteers
- Ensuring all incoming phone calls are attended to in a prompt and courteous manner
- Taking messages for staff and delivering to recipients
- Ensuring that the reception area and is kept clean and tidy at all times.
- Assist with Hospitality events
- Other administrative tasks that may from time to time be required

### Health and Safety

- Carry out all activities within the guidelines set out by Mary Potter Hospice's Health & Safety policies and procedures
- Report all identified hazards, incidents (including near-misses) and accidents and carry out investigations with staff as required
- Identify, minimise and report risks

### Key Competencies

- Excellent customer service skills
- A warm and professional manner on the phone and in person
- Well presented, reliable and punctual
- Competent IT Skills
- Able to use initiative and prioritise tasks
- High degree of integrity and ability to maintain confidentiality
- Ability to work with vulnerable people
  - Compassionate and empathetic
  - Has a drivers licence

Signed: ..... Date: .....

(Job Holder)

Signed: ..... Date: .....

(Director)

## Appendix

### Our vision

That people in our communities who need palliative care have access to compassionate and quality care, when and where they need it.

### Our values

- Mana/Respect
- Aroha/Compassion
- Rangatiratanga/Dignity
- Manaakitanga/Hospitality
- Kaitiakitanga/Stewardship

Please refer to our code of conduct for more detailed information on our vision, values and approach

