

Position Description

Role:	Volunteer Receptionist
Reporting to:	In Patient Unit Manager
Hours:	As rostered
Location:	48 Mein Street, Newtown
Date Prepared:	February 2024

Purpose of the role

You will be the first point of contact for Mary Potter Hospice In Patient Unit, welcoming patients, whanau and other visitors. As part of the role you will be 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 patients and delivering to recipients
- Ensuring that the reception area and equipment is kept clean and tidy at all times.
- 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
- Participate in mandatory health and safety training as mandated

Key Competencies

- Excellent customer service skills
- A warm and professional manner on the phone and in person
- Well presented, reliable and punctual
- Able to use initiative and prioritise tasks
- High degree of integrity and ability to maintain confidentiality
- Works within Mary Potter Hospice's policies and procedures
- Has an understanding of the Treaty of Waitangi

Appendix

The values of the Venerable Mary Potter and the vision of Dame Cecily Saunders are deeply held by Mary Potter Hospice staff and volunteers and underpin all the work we do.



Our values

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

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 approach

Taking a whole person approach, we will provide and promote high quality specialist palliative care, grief support, education and care planning services. Working alongside our health partners, we aim to make a difference in the communities we serve.