



*Being there for you
and your family*

Role Description

ROLE TITLE:	Reception Volunteer
HOURS PER WEEK:	Various shifts up to 4 hours maximum between 8.30am-7pm Monday-Sunday. Shifts available on a weekly, fortnightly or cover basis.
TEAM:	Reception
BASE:	Hospice
REPORTS TO:	Reception & Support Services Volunteer Co-ordinator

Summary of volunteer role:

Be the first port of call for all visitors to the hospice directing them to the appropriate place/person, dealing with and acting on requests via phone, escort visitors to the ward, serve in the hospice shop and providing support for distressed visitors.

Personal qualities to fulfil the role:

- flexible and adaptable to meet the needs of the service
- ability to maintain a professional manner at all times
- good communicator and listener
- ability to work as part of a team to a common standard
- honest and reliable
- friendly & supportive
- have the ability to deal with sensitive and distressing situations in an empathic and non-judgemental manner
- A successful DBS check

Learning Developments required to fulfil the role:

- Reception induction and training through shadowing existing volunteers
- Fire safety awareness
- Health and Safety (including Infection Prevention)
- Equality and Diversity
- Safeguarding (including PREVENT)
- Data Security
- Gambling Awareness
- Dealing with difficult conversations and conflict
- Advanced Communication

Key volunteer duties:

1. Welcome ALL visitors to the Hospice; patients, service users, staff, contractors etc and direct them to the appropriate department
2. Use internal telephone system to notify staff of visitors as well as to communicate with the ward and other department about queries.
3. Escort new visitors to the ward and give instructions about visiting times and any restrictions in place
4. Deal with all enquiries in a professional and efficient manner according to the LOROS Values
5. Support any family members in distress in a calm and non-judgemental manner.
6. Be able to help diffuse any anger, distress and frustration displayed by visitors and seek help from the relevant staff member
7. Accept and issue receipts for monetary donations on behalf of the Fundraising Department
8. Serve in the hospice shop using a touch screen till, including taking credit card payments.
9. Complete administration tasks as requested for the effective and smooth running of the hospice
10. Attend regular training updates and be prepared to participate in supervision sessions.

GENERAL GUIDELINES FOR VOLUNTEERS:

1. All volunteers are subject to Equal Opportunities Legislation, the Data Protection Act and LOROS Confidentiality Policy.
2. All volunteers are subject to LOROS policies, procedures and conditions of service, with reference to the Health and Safety at Work Act 1974.
3. All volunteers should be aware of and aim to contribute to LOROS' Vision and Mission and also strive to exhibit the Values & Behaviours at all times (see attached document).
4. All volunteers will receive a handbook which outlines key information, it is the responsibility of the volunteer to read this book and sign to confirm.
5. In the event that a volunteer is unable to attend their allocated duty, they should contact the name staff member as soon as possible to notify absence.
6. All volunteers are entitled to receive appropriate training and support to fulfil their role, this will be discussed and appropriate plans put into place by the Hospice.

7. All volunteers should be aware of the Safeguarding Procedures and be able to escalate any concerns.

ROLE SPECIFIC GUIDELINES FOR VOLUNTEERS:

Signed.....Date.....

Volunteer

Signed..... Date

Co-ordinator



Our vision and mission



Vision

(Our long term aspiration for our society)

Everyone with an incurable illness has the right to excellent care. This should value and respect their uniqueness and their own choices. People should be enabled to live and die with dignity and with appropriate and compassionate support for themselves and their loved ones.



Mission

(Our goals and activities in working towards our Vision)

LOROS is a charity whose aim is to enhance the quality of life of adult patients with cancer, progressive neurological conditions and end-stage organ failure for whom curative treatment is no longer possible. Patients are treated at the Hospice and in the community based upon clinical need, regardless of background and the ability to pay.

LOROS specialises in holistic, multidisciplinary care, focused on the whole person and including family and carers. The care given takes into account the patients' physical, psychological, social and spiritual needs as well as their own choices. Family members are supported in adjusting to loss and bereavement.

LOROS contributes to the education and training of its own and other health and social care professionals and of volunteers. The charity is also committed to research in order to improve the understanding and practice of palliative care.

loros.co.uk

Registered Charity No: 506120

LOROS

Hospice Care for Leukaemia, Lymphoma & Blood

Being there for you
and your family



Our values and behaviours



Professional

Showing respect to patients and families, as well as members of our community, staff and volunteers.



Focused

On exceptional quality service and support for patients and families whilst listening, learning and adapting to their diverse needs.



Collaborative

Working together as colleagues and with local, regional and national partners to grow meaningful relationships and achieve sustainability.



Compassionate

Showing kindness, discretion and sensitivity as we care for our patients, families, our community, staff and volunteers.



Trustworthy

Be honest, reliable and consistent, showing respect and dignity in everything that we do.



Accountable

To our patients, their families, our community, staff, volunteers and external organisations/bodies.

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LOROS

People Care for Leukemia, Lymphoma & Blood

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LOROS KEY FACTS

MARCH 2021

LOROS Hospice is a registered charity and also a company limited by guarantee which is governed by a Board of up to 15 unpaid voluntary Trustees. It is regulated by the Charity Commission, Companies House and the Care Quality Commission.

£8.8M

Expenditure on patient care per year

£6.4M

Minimum amount of income to be raised per year

Excludes the activity of LOROS Education, which is a self-funding service.



>2,959

No. of individuals receiving patient care from LOROS per year



Of whom
713

admitted to
Inpatient Ward



31

beds in
Inpatient Ward



Average length of stay

14 days



£593

Cost per bed/day including overheads



Cost per attendance for Day Therapy **£275**

Day therapy now offers support to patients by a much wider range of professionals including physio, occupational and complementary therapists, doctors and chaplaincy.

Cost per hour of running the charity



£1,007



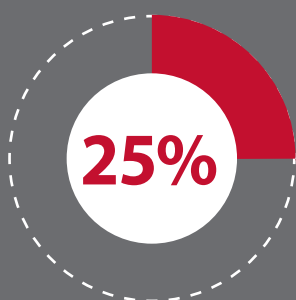
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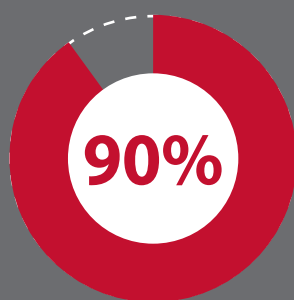
employees

1,300

regular volunteers



Portion of expenditure covered by NHS



Portion of charity costs directed to care services

Deliver **1,516** hours of educational training a year



24,235

LOROS Lottery numbers



29

LOROS Shops

All money raised is spent locally in Leicester, Leicestershire and Rutland.

Figures accurate as at 31st March 2020 | Source: 2019/20 Statutory Accounts and Clinical Dashboard

loros.co.uk

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LOROS

Hospice Care for Leicester, Leicestershire & Rutland

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