



## RECEPTION – FRIENDLY GREETER

<b>Position Objective:</b>	
Welcome, screen, and direct visitors to Roger Neilson House.	
<b>Roles and Responsibilities:</b>	
<ul style="list-style-type: none"> <li>• Welcome visitors by greeting them in a friendly and courteous manner</li> <li>• Direct visitors to the appropriate area, informing the department and giving clear directions</li> <li>• Be aware of safety procedures and carry through as required (i.e be present in the main foyer at all times)</li> <li>• Maintain the security of the house by following the necessary recording procedures</li> <li>• Aware of all parking regulations to inform guests, visitors and volunteers of the appropriate process</li> <li>• Maintain a clean and organized desk</li> <li>• Receive and record deliveries made</li> <li>• Be a caring presence for family members and guests</li> <li>• Assist with office related duties such as: photocopying</li> <li>• Telephone work as required: calling volunteers for scheduling duties</li> <li>• Ensure confidentiality of material and information related to the house and its members</li> <li>• Record hours worked</li> <li>• Perform other related duties, as required</li> </ul>	
<b>Skills:</b>	
<ul style="list-style-type: none"> <li>• Excellent communication skills, ability to speak English and/or French (Other language an asset)</li> <li>• Excellent Customer Service Skills</li> <li>• Excellent understanding of pediatric palliative care</li> <li>• Ability to solve problems</li> <li>• Good listening and interpersonal skills</li> <li>• Ability to be discreet</li> <li>• Ability to work independently and as a team member</li> <li>• Good organizational skills</li> <li>• Tact and diplomacy in dealing with people</li> </ul>	
<b>Volunteer Reports to:</b>	<ul style="list-style-type: none"> <li>• Manager, Community Engagement and Volunteer Relations</li> <li>• Administrative Assistant – Volunteer Services</li> </ul>
<b>Training Required:</b> <i>(credited for volunteer hours)</i>	<ul style="list-style-type: none"> <li>• Volunteer Information Session (2 hours)</li> <li>• Volunteer Online Hospice &amp; Palliative Care training (20 hrs)</li> <li>• Volunteer Orientation, Health &amp; Safety tour of Roger Neilson House(2 hours)</li> <li>• Buddy Training (4 hours)</li> </ul>
<b>Training (Optional):</b> <i>(credited for volunteer hours)</i>	<ul style="list-style-type: none"> <li>• In-class training for volunteers providing child &amp; family direct care (12 hrs)</li> <li>• Workshops</li> <li>• Volunteer Meetings</li> </ul>
<b>Time Required:</b>	4 hour shifts/minimum 8 hours per month
<b>Position Length:</b>	Minimum 1 year
<b>Support Provided:</b>	Support and training opportunities
<b>About Roger Neilson House</b>	
Roger Neilson House is an eight-bed pediatric residential hospice that welcomes families with children/youth who are living with a life limiting illness that results in increased pain and symptoms and a progressive decline of health.	

Volunteer Signature: \_\_\_\_\_

Date: \_\_\_\_\_