



RECEPTION – FRIENDLY GREETER

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