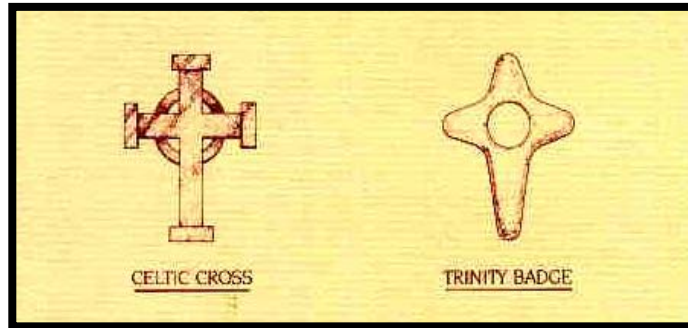


THE TRINITY CROSS



Whatever religious significance you attach to the “Cross” it is acknowledged to be the universal symbol of suffering.

The Celtic Cross is square shaped and sharp. It has 3 equal arms with a support of greater length – its arms are joined by a circle.

We have adopted for our badge the Celtic Cross. We have rounded all the edges and the circle has become a hole. It is symbolic of the purpose of the “hospice”.

We exist to soften the suffering of those people committed to our care, to smooth the round edges and “to make it comfortable”. The ultimate objective is to take the centre out of suffering, hence the hole.

This cross is presented to members of staff and volunteers who have shown their commitment to the philosophy we embrace and rendered continuous service for a period of one year and five.

This cross cannot be bought – it is therefore, priceless when earned

*Diane & Helen
Voluntary Services Department*



Guidelines For Fundraising/Finance Reception Volunteers

Trinity is most privileged and extremely grateful to have the help and support of over 600 volunteers. We value their contribution and their duties can be tailored to their skills/abilities. As an organisation we are open to doing things differently.

Fundraising and Finance Volunteer Duties

- Welcome all visitors, creating a helpful and friendly impression.
- Ensuring that the reception area is kept tidy and maintaining a safe environment for staff, volunteers and visitors.
- Directing visitors' to appropriate rooms after signing the visitor's book.
- Assisting in receiving out patients, letting the appropriate Sister on duty know of the patient's arrival and showing them to the designated waiting area.
- Accepting donations (envelopes provided) from visitors, relatives etc. in accordance with financial procedures and ensuring all donor information captured
- Accepting goods for the shops or general hospice use. (Acknowledgement book provided).
- Ensure all donors are adequately recognised and appreciated for their efforts
- Contractors must be directed to Main reception
- Assist in filing duties as required
- Provide administration support as required e.g. photocopying and computer usage
- Assist with the distribution of post
- Please contact the Fundraising and Finance on 359362 if you are unable cover your shift.

GENERAL

- Whenever possible, please arrive at least 5 minutes before the commencement of your shift.
- It is appreciated that Reception staff acknowledge the importance of being appropriately dressed. Please refrain from wearing jeans or dressing too sombre i.e. all in black.
- No food must be eaten at the desk at any time.
- Please remember the public's first impression of the hospice, both in person and on the telephone is formed by the Reception Staff.

TELEPHONE

All calls must be answered politely & courteously by: -

*Good morning/afternoon
Reception*

SOCIAL EVENTS AND INFORMATION

- There is an annual Appreciation Evening for all volunteers at the Hospice. This is a 'thank-you' for the help and support you give to the Hospice. Please check Volunteer notice boards for dates.

Various other social events are organised throughout the year, including a Christmas party night and we encourage volunteers to let us have any suggestions, this can be done by email or in person.

Voluntary Services Manager – Diane Stonier 01253 359374 or email diane.stonier@trinitypcs.org.uk

Voluntary Services Assistant – Helen Rogerson 01253 359374 or email helen.rogerson@trinitypcs.org.uk

Thank you for volunteering

We hope you find it rewarding