

Volunteer Living Well Ambassador/Receptionist Role Description

North London Hospice purpose

North London Hospice is a registered charity that has been caring for local people since 1984. We are committed to empowering patients with life limiting illnesses, supporting them to achieve the best quality of life possible. As well as our inpatient unit at Woodside Avenue, we work within the wider community including our Outpatient and Wellbeing services; our support to patients in their own homes; our Community Specialist Palliative Care services; and our Patient and Family Support teams, providing emotional and practical support to patients, their families and carers.

Where is the role based?

This role will be based in our new Living Well Centre, based inside The Mall, Wood Green.

What does the role entail?

The Receptionist / Hospice Ambassador plays a vital role in representing North London Hospice and supporting the smooth running of the Living Well Centre. You will be the first point of contact for visitors, helping to create a safe, inclusive, and informative environment for all. You will provide a welcoming reception, assist with administrative tasks, and promote the hospice's Living Well services to patients, carers, and the wider community.

Main tasks

- Greet and assist members of the public, booked visitors, and partner organisations.
- Manage appointment bookings and support the smooth running of drop-in events.
- Provide information about hospice services and signpost to relevant support.
- Engage with the local community to promote health and wellbeing initiatives.
- Monitor the safety of the space and call security if assistance is required.
- Maintain a welcoming and culturally sensitive environment for all visitors.

Initially, the role will focus on being a Hospice Ambassador, helping to promote our new Living Well Centre and raise awareness of our services. Once the centre is fully open, the role will evolve to include a mix of ambassadorial and centre-based activities, supporting our mission to help people live well until the end.

This role would suit someone who...

- Has a safe and confident approach to communication, able to handle enquiries and share information clearly and sensitively.
- Is reliable and punctual, with a flexible attitude to supporting our team and adapting to the needs of the Living Well Centre.
- Has a friendly, respectful manner, representing North London Hospice with warmth and professionalism when engaging with patients, visitors, volunteers, and colleagues.
- Has team spirit, with the ability to work independently and a willingness to support others.
- Ideally has some experience or volunteer experience in a similar role with community engagement, customer service, administration, or healthcare settings.

Opportunities and benefits

- Opportunity to meet new people and be part of a supportive team.
- Full induction and opportunities for excellent training and developing new skills.
- Chance to gain experience of working in a community healthcare setting.
- Ability to make a positive difference to peoples' lives, contributing to North London Hospice's work in providing the best of life, at the end of life, for everyone.

Time expectation

Flexible – volunteers are asked to commit to a regular schedule where possible, but this role is flexible and can fit in around your existing commitments.

Training

- Initial mandatory training when you join.
- Refresher training provided periodically.
- Role-specific training on safe handling and procedures.
- An individual support plan will be created to ensure your safety and comfort in the role.

What else do you need to know?

- You must be 18 or over to apply for this role.
- You will complete an online volunteer application form, and we will need to see a form of ID before you get started.
- At North London Hospice we strive to continuously demonstrate our values. These values are embedded in our recruitment and selection process, and we are fully committed to equality, diversity and inclusion in both our workforce and within our culture.
- You will represent North London Hospice values: compassion, openness, respect, empowerment, and collaboration.
- You'll be supported by a named line manager who will help guide your journey.

Equal opportunities

North London Hospice is an equal opportunities employer. We value diversity, and we acknowledge that we currently have an underrepresentation from Black, Asian and Minority Ethnic people. North London Hospice role opportunities are open to all, and we welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation or age.

To apply:

[Click here to complete our online volunteer application form for the Living Well Centre](#)

**For further information,
please contact the volunteer team:**

volunteer@northlondonhospice.co.uk