

Role	<b>Meet and Greet Volunteer &amp; Visitor Support</b>
Purpose	Meet and greet young people and their families when attending their appointments. Following appointments to support young people and families and support in completing friends and family questionnaire.
Base	The Valentine Centre. Anstey Ln, Leicester LE7 7GX
Hours	Flexible Monday to Friday or 7 days a week?  Between the 8.30am-5pm  (this could be broken down into short sessions throughout the hours above)
Reports to	Admin lead/reception staff/clinical leads and Family Services manager.
Benefits of this activity	Supports patients to develop their health, well-being and recovery.  It can be a distressing time for some visitors when they arrive and not always sure where to go. This role would help with the improving the visitor experience.
Key tasks	<ul style="list-style-type: none"> <li>• Welcome young people and their families into the building.</li> <li>• Share information with young people and their families re support available by highlighting the QR codes/info on TV screens showing in reception area.</li> <li>• Supporting the young people and family to complete the friends and family test following sessions.</li> <li>• Update “you said we did “ boards – to ensure that all posters displayed in waiting areas are up to date.</li> </ul>
Person Specification and Requirements	<p><b>The following are mandatory requirements for this role:</b></p> <ul style="list-style-type: none"> <li>• Applicants need to be over the age of 18.</li> <li>• Some experience and knowledge of mental health, either personal or professional.</li> <li>• Good communication skills, with the ability to empathise and show understanding.</li> <li>• Enthusiasm for working with people and supporting them to improve their well-being and recovery</li> <li>• Punctual and reliable</li> <li>• Commitment to uphold trust core values and NHS policies</li> </ul>
Training and Support Needs	<ul style="list-style-type: none"> <li>• Trust Induction</li> <li>• Local induction and orientation</li> <li>• Core mandatory training</li> <li>• Any other training, as required</li> </ul> <p>An enhanced DBS is required for this role. This is processed free of charge for volunteers</p>