

Role	<b>Meet and Greet Volunteer</b>
Purpose	To meet people in the reception and direct to their appointments and to support the admin team who manage the building
Base	Coalville Health Centre 1-4 Market Street, Coalville, LE67 3DX
Hours	Monday – Friday Minimum of 3 hours to cover core hours. 08:30am – 16:00pm (this could be broken down in to 3hr sessions if needed)
Reports to	Admin Team
Benefits of this volunteer activity	<ul style="list-style-type: none"> <li>• Supports patients to develop their health, well-being and recovery</li> <li>• Opportunity to gain experience as well as new skills and knowledge</li> <li>• Opportunity to spend time doing something you can feel proud of</li> <li>• Improve your confidence</li> <li>• Opportunity to meet new people</li> <li>• References will be given to volunteers about their time in their placement</li> </ul>
Exclusions	<p><b>Volunteers are not expected to be involved in any of the following:</b></p> <ul style="list-style-type: none"> <li>• Moving and handling of patients</li> <li>• Patients personal care</li> <li>• Opening and closing building</li> </ul>
Key tasks	<p>Tasks may include the following:</p> <ul style="list-style-type: none"> <li>• Meet and direct people who have appointments at the centre</li> <li>• Support the admin team with people coming to the centre with building queries (Ensure they have ID badges for the visits)</li> <li>• Directing contractors to the admin team</li> <li>• Reporting concerns to the admin team</li> <li>• Direct shredding bin. (4 Locations)</li> <li>• Basic Access for SystmOne (Appointment Ledger), access will be after six months of successful volunteering</li> <li>• Keep noticeboards up to date.</li> <li>• First point of contact for deliveries &amp; post.</li> <li>• Assist car park queries.</li> <li>• Intercom system.</li> </ul>
Person Specification and Requirements	<ul style="list-style-type: none"> <li>• Good communication skills</li> <li>• Able to follow instructions</li> <li>• Willingness to help and work to time targets</li> <li>• Punctual and reliable</li> <li>• Enthusiasm for working with people and supporting them to improve their well-being and recovery</li> <li>• Able to work independently and as part of a team</li> <li>• Comfortable working in a fast-paced environment</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>
----------------------------	--