

Meet & Greet

Volunteer Role Description



Role

The Meet & Greet Volunteer provides a friendly, reassuring, professional and efficient welcome for visitors to NCH&C NHS Trust sites.



Role purpose

Volunteers will be based in reception areas at NCH&C sites, ready to welcome patients and other visitors, assisting them to sign in as appropriate and direction them to the appropriate location for their appointment.

By carrying out this role, volunteers will be not only provide a welcoming first impression to those arriving at the site but will also help minimise the number of people queuing to speak to reception staff, reducing delays and enabling staff to focus on those who need more specialised assistance.



Time commitment

Three hours per week.



Location

An agreed NCH&C hospital or other clinical site.

Role Responsibilities

Activities you may be asked to carry out in this role :

1. Greet all visitors upon their arrival , proactively offering assistance
2. Direct patients to sign in using touchscreen , providing assistance as required
3. Respond to queries relating to site, including parking
4. Promote use of any hand hygiene measures provided
5. Direct (or if required and appropriate escort) patients to the appropriate area for their appointment.
6. Provide reassurance and company to patients who may be anxious
7. Help gather patient and carer feedback by promoting completion of survey forms.
8. Sanitize touch screen and other touch points regularly



Our Responsibilities

You will be supported by the Digital Volunteer Co-ordinator, who will also support you through your induction and provide ongoing support throughout your time as a volunteer.



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Volunteer profile

A [name of role] volunteer will be friendly, compassionate and enthusiastic about supporting the work of NCH&C NHS Trust.

In addition, they will have / be:

1. A friendly and approachable manner.
2. A good command of verbal and written English
3. A commitment to undertake training appropriate to the role
4. A good understanding of the importance of confidentiality
5. Good communication and interpersonal skills
6. Ability to work with the technical requirements of the role
7. A flexible approach and attitude
8. Punctual, trustworthy and reliable
9. Responsible, mature and honest
10. Non judgemental
11. Willing to treat all patients, relatives, staff and other volunteers with consideration, politeness, dignity and respect
12. Able to deal with patients who may be angry or upset
13. Able to work within the guidelines
14. Able to accept appropriate supervision and guidance from staff

Registration and training

All volunteers will need to go through a Standard DBS Check and provide two appropriate character references. All volunteers will have attended the Volunteers' Induction day session.

Your volunteer induction will give you all the information you need to feel confident to volunteer with us, and in addition you will attend a site induction session specifically to learn about the the practicalities of volunteering in this specific role.

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Expenses information

We do reimburse volunteers for any reasonable expenses, mainly travel expenses, for roles which involve attending an NCH&C site.



Training

All Voluntary Norfolk volunteers must complete some training before they can start to volunteer. This will involve an in-person induction session (accommodations can be made for volunteers that cannot attend in-person sessions, due to the nature of the role).



Further Information on the role

For further information on this role, please contact Volunteering@nchc.nhs.uk

How to apply

To apply for the volunteer role please complete our [online registration form through the MyImpactPage](#).

This role description is not intended to be a legally binding document, and it applies for the duration of your volunteering time with Voluntary Norfolk. No volunteering will substitute a paid member of staff.