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## Meet and Greet Volunteer

### Volunteer role description

Wirral Community Health and Care NHS Foundation Trust values each and every one of our volunteers and the varying skills, experience and personality that each of you bring to our organisation.

We are looking for volunteers to provide a welcoming face for service users attending Wirral Community Trust services, signposting people to where their appointment is in the building.

### Wirral Community NHS Health and Care Foundation Trust

Wirral Community Trust services support people from birth through to the end of life and offer a variety of planned and urgent care services including Walk in Centres, Community Nursing, Community Cardiology, Dietetics, Speech and Language Therapy, Physiotherapy, Health Visiting and School Nursing.

We are looking for a friendly, helpful volunteer to meet and greet people upon arrival at the locations listed below. Some people may feel anxious attending their appointment or would simply like someone to point them to where in the building their appointment will be. We want all visitors to feel welcomed and have a good experience both before and during their appointment and think that having someone to meet and greet upon arrival will support this vision.

### Locations

Trust services operate 7 days a week and times vary depending on the service. The majority of services operate Monday – Friday 8.30-5pm.

There are a range of venues across the Wirral with the main footfall being at St Catherine's Health Centre and Victoria Central Health Centre.

Volunteers would typically provide support for 1 or 2 sessions of three or four hours a week.

Please say on your application form which sessions you would like to be considered for

### Main tasks

- Be a friendly and welcoming face to signpost people to their appointment when they arrive in the main reception.
  - Signpost patients to the wider facilities offered in the building such as toilets and café.
  - Check patients attending for clinic against appointment list, verify personal information, gather any accessibility/inclusion needs.
  - Encourage people to leave feedback about their experience after their appointment.
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## Requirements

**The role requires volunteers to be:**

- Organised and reliable
- Friendly and approachable
- Good listening skills
- Good use of verbal and written English
- Good communication and interpersonal skills
- The ability to work independently and as part of a team
- A flexible approach and attitude
- Responsible, mature and honest
- A sympathetic and non-judgemental nature
- A good understanding of confidentiality
- Willing to treat all service users, relatives, visitors and staff with consideration dignity, and respect
- To agree to regular support and supervision and complete mandatory training as required

## Closing date and application information

If you would like to apply, please email your expression of interest to: [wchc.membership@nhs.net](mailto:wchc.membership@nhs.net)

Alternatively contact the Volunteer Services Manager on 0151 514 6342 or write to:

### **The Volunteer Services Manager**

Wirral Community Health and Care NHS Foundation Trust

St Catherine's Health Centre

Wing 5, 1st floor

Derby Road

Birkenhead

Wirral

CH42 0LQ

## Additional information for all placements

### **Disclosure and Barring Service (DBS) checks**

Most volunteer placements will require a DBS (previously CRB) check. If needed, this will be confirmed before informal interview.

### **Occupational health assessment**

All volunteers have an occupational health assessment to ensure that the tasks they will be carrying out do not put themselves (our patients or staff) at risk.

### **Training**

All volunteers must complete mandatory training as and when required.

### **Local induction**

Each volunteer will receive a local induction. This will include a welcome, ward orientation, local safety procedures, local escalation processes, including point of contact on the unit.

**Point of contact to be confirmed at introductory meeting.**

## Volunteers must not:

- lift or move patients or heavy equipment
- give medical advice or change a treatment plan
- assist with the administration of medication
- do work other than that is their role description

## About Wirral Community Health and Care NHS Foundation Trust

Located in Wirral in North West England, we provide high-quality primary, community and social care services to the population of Wirral, Cheshire East, Knowsley and St Helens. We play a key role in the local health and social care economy as a high-performing organisation with an excellent clinical reputation.

Our Common Purpose:

# Together...

we will support you and your  
community to live well.

## Compassion

Supportive and caring, listening to others.

## Open

Communicating openly, honestly and sharing ideas.

## Trust

Trusted to deliver, feeling valued and safe.

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