



Role Outline

Job Title: Meet & Greet Volunteer

Department: Reception

Place of Work: Devonshire Centre & Meadowcroft Wellbeing Hub

Hours of Work: TBC

Responsible to:

Purpose of Role:

Welcoming and greeting visitors with a friendly and inviting approach helping to create a positive first impression. This includes helping and directing them to the appropriate person, location or project.

Main Tasks and Responsibilities

- Following security procedures, such as signing in visitors, issuing visitor badges, and monitoring access to certain areas.
- Responding to general inquiries from visitors, which may involve providing information about the charity, its activities, or upcoming events.
- Direct visitors to the appropriate services, meeting room, or person.
- Ensure that visitors waiting for appointments are comfortable and informed about any delays.
- Have the ability to convey information clearly and effectively.
- Be able to listen to visitors and callers to understand their needs and respond appropriately.
- Be able to maintain confidentiality.
- Have the ability to handle inquiries and concerns with visitors, even in stressful situations.
- Be interested in working with people of all ages especially those with Dementia

Requirements

Essential	Desirable
<ul style="list-style-type: none">• Listening Skills• Understanding of confidentiality• Understanding of the boundaries of the role• Ability to dedicate a regular time slot to volunteer• Respect and understanding for older people• Honest and trustworthy• Good communication skills• Patience and sensitivity	<ul style="list-style-type: none">• Previous experience of working with or caring for older people

Training Given

A training programme will be given to new volunteers before they begin. Subsequent training will be delivered at regular intervals.