

Meet and Greet Volunteer Role Description

18/01/2024

Role Title:	Role Description – Meet and Greet Volunteer
Role Location:	Treetops Hospice, Derby Road, Risley, DE72 3SS
Commitment:	Monday to Friday 9am–5pm, 1/2 day shift usual commitment
Responsible to:	Jules Kirk / Sarah Cundill – Line Manager

Volunteering for Treetops - How you can make a difference

Purpose—To support the Therapeutic staff and volunteers in the smooth running of the Service by helping to welcome clients on arrival at either the Cheetham Centre or The Saplings.

The role includes the following tasks:

- Liaise with the CES administration team and / or staff team as appropriate to find out which clients are due to attend appointments and any other relevant information.
- Meet and greet clients and their family member(s) and show them to the waiting area, explaining the counsellor will collect them at the appropriate time.
- For parents / carers waiting in The Saplings, offer them the opportunity to make their own drink (you can only do this for them if you have received Food and Hygiene training from Treetops).
- If based in The Saplings, ensure children do not leave the building unless accompanied by either their parent / carer or their counsellor.
- As part of the collective responsibility of the staff team, be aware of health and safety and keep the environment tidy.
- Attend ongoing training - in particular the safeguarding training - and any relevant meetings. Occasional tasks:
 - Assist with mobility, if needed (if you are able to and only after attending a Movement and Handling course)
 - If based in The Saplings, you may occasionally be asked to sit with a child whilst their counsellor has a private conversation with their parent / carer (please make it clear to staff if you are not comfortable to do so)

Limits of the role: Clients attending therapy may potentially appear in a vulnerable or distressed state from time to time. Please remember that whilst a friendly and welcoming presence can be helpful, a waiting area is not a confidential space and therapy requires specialist training so interactions with clients should be kept professional. Personal opinions or advice should not be shared with clients. To avoid confusion, please identify yourself as a 'Meet and Greet' volunteer and explain you are not a counsellor if/when the need arises.

Skills & Qualities – Will the role suit me?

- A sensitive and caring attitude towards others
 - An open and positive attitude to people's differences
 - Reliability and commitment
 - Good communication and listening skills
 - Warm personality and sense of humour
 - An ability to connect with children and young people

How could volunteering benefit me?

- The opportunity to be introduced to how Treetops Hospice works and your role within the organisation, providing you with a supportive training and induction programme.
- Relevant mandatory training.
- Further to the mandatory training there is optional training available which will enhance your role and the skills that you can use. These will be communicated either via Team Talk or by email invite.
- Refreshments provided while on duty.
- Reimbursement of your travel expenses (see below).
- The chance to develop new skills and experiences to add to your CV.
- Personal satisfaction.
- The opportunity to 'give something back' and support your local community '

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