



# Meet and Greet Volunteer

## Weekends and evenings

### Alexandra Ward, In-Patient Unit, Apley, Telford

**Summary:** Meet and greet volunteers are often the first friendly faces patients and guests see when visiting or staying on the ward. A warm and reassuring greeting makes our welcome special and is integral to our relaxed home-from-home environment.

Caring is at the heart of what we do, and as a naturally empathetic and approachable individual you'll play a crucial role in providing patients and their loved ones with the best possible experience from the moment they arrive.

Our welcome is so much more than a brief 'hello'. It's all about a personalised welcome based on the needs of our visitors - from showing them the comfy rest areas and toilets, making them much needed brew to sharing the best walks in the grounds if they need some fresh air.

Our support also extends beyond our wards, so if the phone rings you'll also be on hand to answer calls and take messages if staff are unavailable.

**Purpose:** To provide patients and guests with a warm, friendly and professional welcome and experience when visiting and staying with us and when contacting us via phone.

#### Hours:

Evenings (Monday to Sunday) 16.30-18.30

Saturday and Sunday 9.30-11.30, 12.00-14.00, 14.00-16.00

**Restrictions:** Meet and greet volunteers must be a minimum of 18 years of age.

#### Typical activities include:

- Welcome all visitors to the hospice in a friendly, professional, empathetic and helpful way.
- Signpost visitors to the relevant area to best meet their needs.



- Make sure the front of house area is kept clean and tidy at all times.
- Answer direct phone calls to the ward and take messages if staff are not available.
- Provide visitors with hot and cold drinks upon request.
- Receive cash donations from donors following the hospice prescribed policy.
- Complete any paperwork as necessary to keep the area safe and legal and to comply with Severn Hospice policies and procedures.

**NB. This role will be subject to an Enhanced Disclosure provided by the Disclosure Barring Service**