

Volunteer Role Description Form

Guidance for managers completing this form:



When you have **identified a suitable volunteering role for someone**, you will need to complete this “Volunteer Role Description Form” and check that the prospective volunteer agrees on the details.



Volunteer applications are processed through CWP’s “TRAC” recruitment system: it uses the role title as the starting point for each application. **If we don’t receive the role description and line manager details first, we cannot start the application process.**



Please return all completed forms to the Patient and Carer Experience (PACE) Team either by email or by post.



Volunteer Role Details

Name of volunteer	
Title of volunteering role	Reception Meet and Greet Volunteer
Days or hours agreed	(as agreed with the CWP team)
Volunteer managed by / accountable to:	TBC
Name of staff member who will supervise volunteer:	TBC
Service / Team the person will be volunteering with:	Starting Well Children, Young People & Families Care Group
Volunteer will be based at (location)	TBC



Volunteer Role Description

Purpose of Volunteering Role – brief summary / overview

The post holder would provide support to the Children Centre team, meeting and greeting visitors and directing people to areas within the centre. The post holder will work alongside the team to provide a peer support presence in the Centres to encourage and enhance community engagement, access and positive experience of the Centres.

Task Outline – details of what the role involves

The post holder would provide support to ensure the Children Centre reception area is a positive and welcoming entrance to the building.

This will include:

- Keeping leaflets stocked and notices in good order as required under supervision of Business Support Staff
- Asking Visitors to sign in as appropriate
- Answering the telephone when required and forwarding calls to relevant staff or taking messages
- Ensuring those attending the Centre are not experiencing any COVID Symptoms
- Encouraging visitors to sanitise their hands on Entrance to the building
- Greeting Visitors in a warm way and supporting them to access information in relation to any queries

Essential skills required for the role

- Able to interact with a range of people in a professional manner, as a representative of the Trust.
- Ability to communicate clearly and patiently.
- Punctual and reliable.
- Good interpersonal skills.
- Understand the importance of maintaining confidentiality at all times.
- Adhere to all Trust policies and procedures relating to the area of work.
- Friendly and approachable at all times.
- Be smart and have a good standard of personal hygiene.

Training required for the role

The post holder will be required to complete all Trust mandatory training and any additional training which is appropriate for the role.



Please note!



Volunteers **are not permitted to have access to CareNotes**, or any other form of patient records.



Volunteers **must not assist with the administration of medication** or handling or prescriptions, or with the moving or handling of patients.



Volunteers **cannot take people accessing services off Trust premises**, unless they are also accompanied by a member of CWP staff.



When volunteers are working directly with people accessing services, **there must always be a staff member available** on the premises at all times.

Please return completed forms (by post or email) to:

Catherine de Zwaan

Patient and Carer Experience Team Manager / Voluntary Services Lead
Cheshire and Wirral Partnership NHS Foundation Trust,
Trust Board Offices, Redesmere,
Liverpool Rd, Chester CH2 1BQ.

Email: cwp.volunteering@nhs.net