

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.**

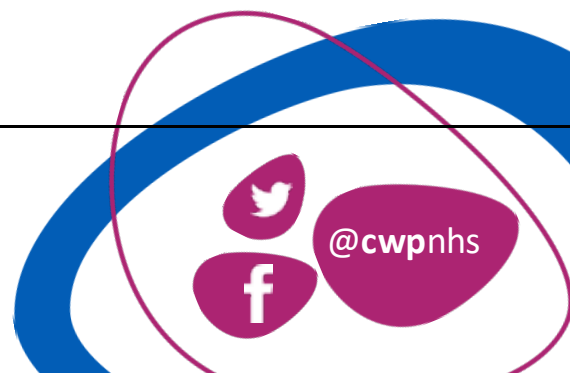


Please return all completed forms to the Patient and Carer Experience (PACE) Team either by email or by post.



Volunteer Role Details

Name of volunteer	
Title of volunteering role	Reception Meet and Greet Volunteer
Days or hours agreed	Set number of hours per week as mutually agreed
Volunteer managed by / accountable to:	Laura Chater
Name of staff member who will supervise volunteer:	Laura Chater



Volunteer will be based at (location)	Delamere Resource Centre / Jocelyn Solly House
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Volunteer Role Description

Purpose of Volunteering Role – brief summary / overview

The post holder would provide support to the reception team, meeting and greeting visitors and directing people to areas within the reception area.

Task Outline – details of what the role involves

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

This will include:

- Keeping leaflets stocked and notices in good order as required.
- Answering the telephone when required and forwarding calls to relevant staff or other departments as required.
- Photocopying (non-clinical notes) as requested.
- Occasionally, assisting in sorting and distributing post delivered to the building.

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.
This role will be fully supported



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

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