

Role	Volunteer Meet & Greet & Visitor Support Bradgate Reception
Purpose	<p>Meet and Greet all visitors through the main entrance of the Bradgate unit. Signpost visitors and if necessary accompany them to the wards, MH Urgent Care Hub and Crisis Assessment rooms, if they are unsure of where they are going.</p> <p>Discuss with patients visitors the importance of handing over property to the Nursing staff on the ward to minimise contraband getting on to the ward. Ensure visitors are signing in if they have arrived in a car.</p>
Base	Bradgate Mental Health Unit Main Reception, ground floor building
Hours	<p>Daily between the hours of:            9am-8.30pm (this could be broken down in to 3hr sessions if needed)</p> <p>It would also be beneficial to have volunteers at the weekends.</p>
Reports to	<p>Engagement &amp; Wellbeing Officer (any escalations will go to the Service Manager)</p> <p>After 5pm and at weekends this would be the Clinical Duty Manager</p>
Benefits of this volunteer activity	<p>It can be distressing at times for some of our visitors when they arrive at the unit as they are not always sure where they should be going and what is waiting for them when they get there. At the busiest times in reception a queue can form and this can add to the distress of some visitors. It is hoped that the whole patient and visitor experience will benefit from having volunteers in the reception.</p>
What is the benefit of this volunteer activity for me as a volunteer?	<p>Allows you to be part of a busy working environment with lots of support and opportunities to develop your customer service skills.</p>
Key tasks	<p>Tasks may include the following:</p> <ul style="list-style-type: none"> <li>• Meeting patients and signposting for outpatients and those arriving for crisis team appointments</li> <li>• Meeting visitors to the unit and supporting them in getting to their destination.</li> <li>• Discussing the visitor procedures in regard to property being brought on to the unit.</li> <li>• Ensuring visitors have signed in at reception if they have arrived in a vehicle.</li> </ul>
Exclusions	<p>Volunteers are not expected to be involved in any of the following:</p> <ul style="list-style-type: none"> <li>• Managing aggressive or confrontational situations</li> <li>• First aid or attending to medical emergencies</li> <li>• Discussing individual patient care</li> </ul>

<p>Person Specification and Requirements</p>	<ul style="list-style-type: none"> <li>• Age 18+ is a requirement for this role.</li> <li>• Some experience and knowledge of mental health is required for this role</li> <li>• Good communication skills</li> <li>• Able to follow instructions</li> <li>• Willingness to help and work to time targets</li> <li>• Punctual and reliable</li> <li>• Able to work independently and as part of a team</li> <li>• Comfortable working in a fast-paced environment</li> <li>• Understanding of need for confidentiality</li> <li>• Commitment to uphold trust core values and NHS policies</li> </ul>
<p>Training and Support Needs</p>	<p>As well as the trust mandatory training you will receive essential training required to work in an inpatient environment, disengagement techniques, Understanding personal safety. There will be a review period within 3 months of starting and continual support throughout from the leadership team at the Bradgate Unit.</p> <ul style="list-style-type: none"> <li>• Information Governance</li> <li>• Health and Safety</li> <li>• Infection Prevention and Control</li> <li>• Use of Personal Protective Equipment (PPE)</li> <li>• Confidentiality</li> <li>• Safeguarding</li> <li>• Equality and Diversity</li> <li>• Local trust induction and orientation</li> <li>• Any other mandatory training as specific by the trust</li> </ul> <p>An enhanced DBS is required for this role. This is processed free of charge for volunteers.</p>
<p>COVID-19 Guidance</p>	<p>In line with government and Leicestershire Partnership Trust advice</p>