

Role	Welcome Volunteer
Purpose	To meet people in the reception and direct to their appointments and to support the admin team who manage the building
Base	Coalville Health Centre 1-4 Market Street, Coalville, LE67 3DX
Hours	Monday – Friday Minimum of 3 hours to cover core hours. 08:30am – 16:00pm (this could be broken down in to 3hr sessions if needed)
Reports to	Admin Team Lead – Community Health Services or any of the admin team
Benefits of this volunteer activity	<ul style="list-style-type: none"> • Supports patients to develop their health, well-being and recovery • Opportunity to gain experience as well as new skills and knowledge • Opportunity to spend time doing something you can feel proud of • Improve your confidence • Opportunity to meet new people • References will be given to volunteers about their time in their placement • Access to discounts/benefits with your Volunteer ID Badge
Exclusions	<p>Volunteers are not expected to be involved in any of the following:</p> <ul style="list-style-type: none"> • Moving and handling of patients • Patients personal care • Opening and closing building
Key tasks	<p>Tasks may include the following:</p> <ul style="list-style-type: none"> • Meet and direct people who have appointments at the centre • Support the admin team with people coming to the centre with building queries (ensure they have ID badges for the visits) • Directing contractors to the admin team • Reporting concerns to the admin team • Direct shredding bin. (4 Locations) • Basic Access for SystmOne (Appointment Ledger), access will be after six months of successful volunteering • Keep noticeboards up to date. • First point of contact for deliveries & post. • Assist car park queries.
Person Specification and Requirements	<ul style="list-style-type: none"> • Good communication skills • Able to follow instructions • Willingness to help and work to time targets • Punctual and reliable • Enthusiasm for working with people and supporting them to improve their well-being and recovery • Able to work independently and as part of a team • Comfortable working in a fast-paced environment • Commitment to uphold trust core values and NHS policies

Training and Support Needs	<ul style="list-style-type: none">• Attend the Trust Induction (currently delivered by MSTeams)• Local induction and orientation• Core mandatory training• Any other training, as required <p>An enhanced DBS is required for this role. This is processed free of charge for volunteers.</p>
COVID-19 Guidance	In line with current Government and Leicestershire Partnership Trust advice