Volunteer role

Meet and Greet – The Christie at Oldham

Purpose: The role of the volunteer is to enhance the patient’s experience of The Christie by providing services of a non-nursing, non-medical nature and to free up the time of the paid members of staff at all levels to enable them to carry out the duties which they are qualified to do.

The meet and greet role will involve signposting patients, dealing with general enquiries and providing an overview of processes within Outpatients to visitors.

Scope: Cancer Information Centre, The Christie at Oldham

Responsibility: Cancer Information Centre, marketing and engagement officer/co-ordinator, volunteers

Time commitment: 4 hour Time slots available Monday – Friday, 9am – 5pm. Please specify availability in application.

Related documents: Management of volunteers policy
Health and safety policy
Local risk assessment(s)
Uniform and workwear policy and code of appearance
Volunteer agreement

Procedure: Volunteers are required to:

- Be registered volunteers who are DBS checked and cleared, DBS checks require an appointment at The Christie, Withington site once every three years
- Wear identity badges and volunteer lanyard
- Conform to Trust policies and procedures that they are made aware of
- Report any accident/untoward occurrences to a member of staff
- Undertake and comply with mandatory training provided at The Christie, Withington site once every three years
- Duties will include:
  - Greeting patients and visitors on arrivals, introducing yourself in a welcoming and professional manner.
  - Assisting patients in using the patient flow kiosks to check-in.
  - Signposting patients and visitors to other parts of the hospital, in particular the new Outpatients department.
  - Dealing with general enquiries in a professional and consistent manner, offering support when required.
  - Provide an overview of processes within the Outpatients department to patients.
  - On occasion, be able to deal with distressed patients and/or their relatives in a sensitive and confidential manner, and refer to an appropriate member of staff.
  - Sitting with patients who are on their own and would like some company, should the patient consent.
  - Actively approaching patients and relatives, and acting as a listening ear.
  - Helping patients and their relatives to understand the systems in the department and where they should wait.
  - Assisting staff in delivering best patient care.
  - Assisting with stocking up leaflets and ordering leaflets.
- To be aware whilst in the department of any general housekeeping or health and safety issues that may arise, and liaise with staff appropriately to maintain safety.
- Do no other duties than those agreed in these guidelines

**Cancer Information Centre staff will:**
- Supervise the work of the volunteers
- Be able to deal with any queries/problems/concerns from volunteers
- Liaise with the marketing and engagement department as required
- Include volunteer activity in their risk assessments
- Offer a local induction programme
- Carry out an annual review to check how your role is going

**The marketing and engagement department will:**
- Register volunteers on behalf of The Christie
- Arrange mandatory training appropriate to volunteer
- Maintain records of volunteers’ attendance at training sessions
- Liaise with the clinic’s staff and volunteers
- Be available to deal with any matters of concerns for volunteers
- Provide a clear description of your role

**Mandatory training:**
- To complete mandatory training as specified by the marketing and engagement department