**Nottingham CityCare Partnership**

**Children’s Public Health 0-19 Nursing Service
Flexible locations across Nottingham City**

**Role Profile: Clinic Meet and Greet Volunteer role**

**Role Description:** Our Children’s Public Health 0-19 Nursing Teams (formally Health Visiting and School Nursing) across the organisation need friendly volunteers to help us with our drop in Healthy Child Clinics. You will engage with parents/carers, their children and support staff to run the clinics making an effective contribution to day to day running of services and improving client experience.

**Time Commitment**: 2 - 3 hours per week. Monday to Friday morning or afternoon (not bank holidays).

**Key tasks:**

* Support the set up and clear up of the clinic space as able.
* Collation of any resources required for the clinic.
* Be a professional and welcoming presence, greet parents/carers on arrival and make them welcome.
* Be friendly and approachable - listen to people and help them feel at ease.
* Direct people to the waiting and clinic areas ensuring they are seen in order.
* Support families who are using an interpreter in the clinic.
* Support people to complete surveys e.g., patient feedback.
* Act on and escalate any concerns to a staff member.

**Would suit:** Someone with good communication skills patience and empathy are essential qualities.

**Desired Skills and Experience:**

* Conversational English as a primary or secondary language.
* Motivation and willingness to learn and complete any relevant training.
* Ability to work as part of a team.
* Understanding of need for confidentiality although training will be provided.
* Friendly and approachable and non-judgmental.
* Good interpersonal skills and able to interact with a diverse range of people.
* Relate to people in a polite, friendly and courteous manner with empathy and compassion.
* Able to follow instructions.
* Willingness to help and support staff and clients.
* Punctual and reliable.
* Able to work independently and as part of a team.
* Commitment to uphold CityCare values and behaviours.

**What we can provide**

* Supervision and support from a dedicated member of staff.
* Opportunity to join a network of volunteers.
* Induction and ongoing training and education.
* Re-imbursement of travel expenses.
* An opportunity to gain new skills

**Dress code:**

You will be issued with an ID badge and volunteer lanyard which you must wear at all times to show that you are volunteering. All volunteers will be expected to follow our Dress code and Infection Protection and Control policies.

All Volunteers will require a DBS check.

**March 2023**