**Urgent Treatment Centre (UTC)**

**Seaton House  
City Link  
Nottingham  
Nottinghamshire  
NG2 4LA**

**Meet and greet Volunteer role**

**Role Description:** Our Urgent Treatment Centre (UTC) needs friendly volunteers to assist our patients who are attending our Urgent Treatment Centre for an urgent condition.

**Time Commitment**: 2 - 4 hours, any morning or afternoon or evening, Monday to Sunday from 8am to 8pm

**Key tasks:**

* Greet patients on arrival to find out if they need assistance
* Responding to all enquiries in a polite manner and ensuring an appropriate response is initiated
* Direct patients to the reception desk and to the clinic rooms
* Be friendly and approachable - listen to patients and help them feel at ease
* Assist patients complete the Friends and Family Test survey so that their voices can be heard
* Collation of patient packs/information

**Would suit:** Someone who is outgoing, and a people person. Patience and empathy are essential qualities.

**Desired Skills and Experience:**

* 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
* 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 patients
* Calm and composed
* 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 UTC 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 a Volunteer uniform, 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 policy.

All Volunteers will require a DBS check.

**March 2023**