



Swindon Carers Centre Volunteer Role Description

Role: Meet and Greet Volunteer

Overseen by: Volunteer and Outreach Coordinator

Managed by: Adult Groups and Activities Coordinators

Time Commitment: 3 hours per month

Office base: Sanford House, Sanford Street, Swindon SN1 1HE

Role base: Various Locations across Swindon

Summary / Purpose of the role: To welcome carers at our various groups and activities so they have a positive and relaxed break from their caring role.

Key Responsibilities:

- To volunteer at the agreed group(s) once a month
- Set up venues prior to carers arriving, including setting up the room, organising refreshments, food preparation, etc.
- To be a first point of contact for carers arriving at the group or activity and ensure any sign in sheets are completed
- Direct carers within the venue as required
- To liaise with the Adult Groups and Activities Workers to carry out specific duties required for each group or activity
- Clearing up of venue i.e. general tidying, cleaning and washing up
- To recognise, support and embrace the Mission and Values of Swindon Carers Centre
- To adhere to the Swindon Carers Centre behaviours framework at all times

Relationships

- To work collaboratively with the Adult Carer Groups and Activities Coordinators and other volunteers to ensure all carers, receive a high-quality service when accessing activities and events run by the organisation or within the wider community

Additional duties

- Team working is essential to the smooth running of the organisation. It is the nature of the work that at times, responsibilities and tasks may be unpredictable and varied.
- Any additional duties will normally be compatible with regular working. If the additional responsibility or task becomes a regular or frequent part of the volunteer's activities, it will be included in the role description in consultation with the volunteer and their volunteer supervisor

Training and Supervision

- Induction training will take place prior to starting the role including where appropriate, safeguarding vulnerable children and adults, data protection and asset management
- Training specific to the role will be given after Swindon Carers Centre main induction has been completed
- Ongoing training relevant to the role will be given
- Volunteers will be allocated to a key member of the adult carer groups and activities team for 1:1 supervision and general support

Special Conditions

The centre operates a 'no smoking' policy

Swindon Carers Centre is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

Due to the nature of this role applicants will be required to complete a Disclosure and Barring Service (DBS) Application or supply the organisation with relevant information for the DBS Update Service.

A minimum of two references will be required at the time of application.

Flexible working hours may be required.

Due to any potential conflict of interest, and not wishing to add any additional pressure to our carers, Swindon Carers Centre are unable to recruit volunteers into this position who are currently receiving carer support from us or are active on our database. Ex Carers will be able to apply for this role, after 3 months must have lapsed from being in a caring role and registered with us.

Skills and experience

We do not require volunteers to have special skills or experience, but this role would suit someone who has the following qualities and knowledge:

Requirement	Essential / Desirable
Qualities	
Outgoing, friendly and proactive character	Essential
Confident in meeting new people and building rapport quickly	Essential
Enjoy dealing with people from all backgrounds and of all ages with patience and flexibility	Essential
Good communication skills including good listening skills, and people skills	Essential
Empathetic with the needs of carers of ages	Essential
Able to use your own initiative but able to ask for help when required	Essential
Knowledge	
An understanding of the needs of carers of all ages and the impact caring may have on their lives.	Desirable
An understanding of safeguarding vulnerable adults and how to deal with potential issue regarding vulnerable adults	Desirable