

Volunteer Role Description – Meet and Greet

Role Title	Meet & Greet Volunteer
Location of Position	Recovery College
Responsible to	Recovery College Co-ordinator
Purpose/Summary of Role	To ensure courses run smoothly and that students are informed about where to wait and where to find the facilities, refreshments, etc. This would involve arriving prior to the start and/or the end of agreed upon courses, within the areas where you are available to travel. Courses run between 9am and 8pm. Tutors arrive
Description of Tasks	Volunteers would to be on hand prior to the start and/or end courses. Courses run at different times of the day but are all between 9am and 8pm. Tutors arrive 30mins prior to the start of a course running. Greets would need to arrive 15mins prior to tutors. ▪ At some venues and on some courses, it may be possible for volunteers to then attend that course with the students. ▪ At some venues (particularly those based in library hubs where room sizes are small), it may be more appropriate for volunteers to remain in the main library with the hub volunteers, or the possibility to be involved with college promotion at the venue, while the course runs. We are looking to make connections with the wider community and these volunteers are well placed to tell us what is happening in and around their location. • NB: You will require a DBS for this role, for which we will apply
Time Commitment	There are no minimum or maximum number of hours that we ask you to volunteer with us. However, we do ask that you are able to commit to a regular time slot.

Qualities and Skills	• To be an 'Expert by Experience' • Good people skills • Emphatic, compassionate and Understanding • Non-judgemental • Good communication skills • Able to work as part of a team, as well as on your own initiative • Confident to ask for help when needed
Training & Support	We offer an 'Introduction to Mind', including topics such as Communication, Confidentiality and Boundaries and Health and Safety. There will be opportunities to access Mental Health workshops and training too. We ask that you complete the following e-Learning modules as part of your introduction to the role; • Roles and Responsibilities of a Volunteer (updated COVID-19) • Communications for Volunteers • Data Security Awareness for Volunteers • Conflict Resolution for Volunteers • Equality, Diversity and Human Rights for Volunteers • Safeguarding Adults for Volunteers • Safeguarding Children for Volunteers • Child Sexual Exploitation for Volunteers • Mental Health Awareness for Volunteers • Health, Safety and Infection Prevention and Control for Volunteers (updated COVID-19) • Fire Safety for Volunteers Regular organisational updates and activities will be available, as well as regular support, advice and guidance from our Volunteer Manager.
Reimbursement of Expenses	We can cover some expenses which may occur while you are volunteering with us. Please ask us for further details.
Benefits to Volunteer	Volunteering at Mind can be a really rewarding and valuable experience, with a variety of roles available. You will have the opportunity to meet other like-minded people while gaining new skills, expanding your general knowledge, developing your confidence and ability to socialise, gaining a sense of pride and building your self-esteem, becoming more confident, widening your network and feeling valued – by our staff and by those accessing our services.
Volunteer Manager Contact Information	Volunteer Manager 152 Bridge Road Grays RM17 6DB 01375391411 volunteers@tbmind.org.uk