

Last Updated:28/08/2026

Role Descriptor

Title: Meet and Greet Volunteer

Reports to: Practitioner on Duty

Hours: Between 08:30 – 17:00 Monday to Friday

Location: Various locations across Cumberland including family hubs and libraries

Role summary

This volunteer role provides a Meet and Greet welcome service for families arriving for clinic appointments to review their child's health and development. The role is based across a range of sites including family hubs and libraries.

They will be providing a friendly welcome, guidance to the waiting area, offer a glass of water if needed and support to complete assessment documents if required. Volunteers are asked to inform Single Point of Contact (SPOC) if they are unable to attend the agreed session for any reason.

This role is for volunteers aged 18 and above.

Key responsibilities

- To sign in and out for each volunteer session in the visitor books located in the reception area of all venues.
- To wear the HDFT Volunteer lanyard and ID badge whilst on duty.
- Meet and greet and support to waiting area.
- To follow correct infection prevention and control procedures with hand hygiene.
- To be aware of the issues surrounding 'Safeguarding', both adults and children and know when to escalate to a senior member of the team.
- To attend on the agreed day and time each week and notify SPOC if unable to attend.
- To communicate effectively face-to-face with a wide range of people, including children, patients, carers, visitors and staff.
- To work with minimal supervision after suitable training has been undertaken.
- To present a professional approach to the public patients, carers, nursing and other staff.
- To be friendly, welcoming and polite at all times.
- To be aware of and sensitive to the varied emotions that people arriving at the appointment may be experiencing at the time and to take a helpful, kind and sympathetic approach in this context.

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Volunteers will not

- Move patients using wheelchairs.
- Advise patients as to their treatment, medication or condition.
- Volunteers must comply with the Trust's "Bare below the Elbows" policy and PPE guidance.
- A volunteer must not attend clinic for a period of 48 hours after completion of an episode of diarrhoea and/or vomiting.
- A volunteer must not attend clinic if feeling unwell