mind in Enfield and Barnet

Job Description

Job title	Volunteer Meet and Greet	**Team**	Therapy
Responsible to	Business Support Coordinator	**Responsible for**	None
Contracted hours	To be agreed. Core service hrs 9:30-5pm		
Location	You will be based at the Enfield office, 275 Fore Street, N9 0PD You may also be asked to work remotely where appropriate.		

Purpose of the Role

To create a friendly, welcoming and helpful environment at MiEB. To offer directional advice and practical assistance as required by clients and service users in collaboration with staff.

Duties

- To display a helpful, friendly and courteous attitude to clients, visitors, and colleagues in line with MiEB Values.
- To be proactive as a contact point welcoming people into MiEB.
- To provide clear and accurate directional information to help clients find their destination.
- To escort people to their destination as appropriate.
- To help direct people to information about activities and services taking place in MiEB.
- To help collect feedback from clients and visitors.
- To refer to appropriate member of staff if help is required outside of the remit of this role.
- To help keep the environment tidy and pleasant.
- To ensure staff and clients sign in and out.
- Maintain accurate logs of calls and emails as part of standard responsibilities, ensuring proper documentation**.**
- To attend regular training sessions as required (all volunteers are required to attend sessions on meeting and greeting and data protection)
- Comply fully with existing policies and procedures of MiEB including Code of Conduct, Health and Safety and Equality and Diversity and Inclusion.

Person Specification	
Experience, Skills & Knowledge	
Essential	We are looking for volunteers who: · Adopt a friendly, welcoming approach. · Are polite and courteous at all times. · Are able to engage with a wide range of people. · Are comfortable taking the initiative to approach people and offer assistance. · Are comfortable and enthusiastic in acquiring new skills.