



The Friends of St Cross
We support The Hospital of St Cross, Rugby
and the local community and mental health services



Role Description: Meet and Greet Service Co-ordinator

Introduction

The Friends of St Cross run a range of voluntary services to help hospital users and support the staff in the hospital according to the need at the time. We hope to offer up to 14 services as and when COVID related restrictions permit.

The services will be operated by teams of various sizes and we aim to have one Service Co-ordinator per team of approximately 20 volunteers. Some services will be co-ordinated by hospital staff members.

Role Outline

To be involved in the organisation and efficient running of the Meet and Greet Service, meeting new volunteers, gaining feedback from existing volunteers and helping to organise and distribute rotas and essential information to the team of volunteers.

We would like a minimum commitment of 12 months. This can vary depending on the level of new starters.

This role is flexible. The Coordinator will need to be contactable to resolve any shift problems and other queries and occasionally undertake shifts if there is no other cover. We don't expect you to be on hand daily, but you may need to respond to messages within a few hours of receiving them. It would be helpful if you could identify a member of your team to act as your Deputy should the need arise.

There is a 2-hour Board meeting on the 2nd Monday of the month which you may be asked to attend if available.

Team Shifts and Numbers

Green Pathway / X-Ray 3 x shifts per day, 5 volunteers per day Monday to Friday

Out Patients 2 x shifts per day 2 volunteers per day Monday to Friday

Locations

At the Day Surgery Unit (Green Pathway), X-Ray and Out Patients entrances to the hospital

Why we need you...

The co-ordinator is the link between the Charity's trustees and all of the Meet and Greet volunteers so it's a vital role in our communication with each other and enabling the trustees to make informed strategic decisions about the Charity and its work. A report is usually required once a year to the trustees to update how the Team is performing.



The Friends of St Cross

We support The Hospital of St Cross, Rugby
and the local community and mental health services



The Service Co-ordinator should maintain contact at agreed intervals with any member of his or her team throughout any pro-longed period of absence due to illness or for family reasons

What is the purpose of this service?

To provide an effective service to patients and visitors who arrive at the hospital and need direction to the appropriate wards or departments.

Purpose of the role

- To be a Co-ordinator and support the recruitment and induction of new volunteers
- To be involved in the organisation of the Meet and Greet Service
- To oversee the Meet and Greet team, meeting new volunteers, gaining feedback from existing volunteers and distributing rotas and essential information to the team of volunteers
- To deal with queries from volunteers and swiftly sort out any problems
- Report any issues to the Board of Trustees
- To attend a quarterly meeting of the Volunteers Working Group which includes Co-ordinators from all the other Volunteer services

Have you got what it takes? Are you able to:

- Work with others as part of a team
- Be helpful, patient, calm and friendly
- Manage difficult situations that might arise between volunteers or because of the rota
- Be a good organiser of your own time so that the role isn't too demanding
- Be flexible and willing to improve the service at all times.
- Refer to and work within guidelines
- Keep up to date with any changes that the volunteers might need to know about

What's in it for you?

- You are key to the success of the Meet and Greet Team whenever the service is required within the hospital
- You'll learn about the hospital and how it works
- You'll meet new people and get to know the work of the Friends of St Cross

Learning and development

To ensure you have the skills and knowledge required for this role, you will need to complete around 5 hours of induction, training and development within the first 4 weeks.



The Friends of St Cross

We support The Hospital of St Cross, Rugby
and the local community and mental health services



What can you expect from us?

You will be fully supported by the Board of Trustees and other service co-ordinators

CONFIDENTIAL