

Meeter Greeter Role

Title:	Volunteer 'Meeter and Greeter'
Location:	MCMC hub, 46 Old Bath Road, Charvil, RG10 9QR OR Royal Berkshire Hospital, Reading.
Hours:	Commitment of 3.5 hours in the morning (9.30am-1pm) or afternoon (1pm to 4.30pm)
Reporting to:	Service Delivery manager

Background

The Organisation My Cancer My Choices (MCMC) charity was founded by Mandy Barter and Liz Lee and seeks to support people in Berkshire from the time of their cancer diagnosis by providing complementary therapies alongside their conventional treatment plans.

For anyone undergoing active radiotherapy or chemotherapy treatment or who are within 6 months of finishing treatment, the charity offers 2 free, 1 hour treatment sessions, we then offer up to 4 additional sessions for which the patient makes a donation they can afford.

Treatments and courses currently on offer range from Acupuncture, Reflexology and Massage, to Yoga and Mindfulness courses.

Purpose of the Meeter and Greeter role

Volunteers are the face of MCMC as they will be the first person that the patient comes in to contact with. We want Meeter Greeters to register patients, book their appointments and put people at ease, providing them with information regarding the service and other support available before and after their appointments.

Key responsibilities:

- Registering new patients details and giving information regarding the therapies and how to book
- To provide a friendly welcome to patients making them tea/coffee and answering any questions when they come in for treatment/courses
- Managing re-booking patients and handling cancellations both in person or over the phone
- Keeping patient and appointment details up to date in the Charity database
- Where appropriate, signpost people to other services and have knowledge of this process.
- Assisting with administrative tasks to help the operation run smoothly
- To undertake specified mandatory training as a volunteer within an NHS setting.
- Volunteer within the policies and procedures of My Cancer My Choices

Required attributes

- Great people skills – the ability to communicate with people from all walks of life in a warm and empathetic way
- Ability to work as part of a team
- To be reliable, self-motivated and conscientious
- Integrity as you will be handling patients' personal and confidential information
- Basic IT skills

Desirable but not essential:

- Previous administrative experience
- Knowledge or experience of complementary therapies
- Experience of people with cancer.

Training and induction:

We will provide training in the cancer patient pathway and each volunteer will have an induction to the charity and ongoing training sessions. The NHS provides mandatory training that every volunteer working within the Trust must complete and these are in a booklet format that you complete prior to starting.