



Meet and Greet Volunteer (for our Social Club)

Purpose	Age UK Waltham Forest is going to be starting a social club for older residents at their Hub in Chingford Mount on Wednesday mornings. This will be an opportunity for older people to socialise, build friendships and enjoy the company of others with the aim to combat loneliness and isolation. We need a volunteer to staff our reception desk during the hours that the Club is running and provide a warm and welcoming environment to those arriving at the Hub.
Services Manager	Social Club Coordinator
Time Commitment	Wednesdays 9.30am-1.30pm

Main Tasks of the Role

- To meet and greet visitors and direct them to the Social Club or other members of staff where appropriate. There will be a lot of people coming in and out of the Hub on the morning of the Social Club so this will require some coordination.
- To take written details of other visitors if a member of staff is unavailable and pass on the enquiry where appropriate.
- Ability to listen to others if they want to talk about the things that concern them.
- Explain things clearly without jargon or being patronising.
- Ensure visitors can find leaflets/information they need easily.

<p>What we expect from our volunteer</p> <ul style="list-style-type: none"> • For you to be committed and reliable • For you to be aware of Health and Safety issues at all times • For you to work within Age UK Waltham Forest's Equal Opportunities Policy and Confidentiality Policy • For you to attend a one-off induction 	<p>What the volunteer can expect from us</p> <ul style="list-style-type: none"> • You will receive an induction to the organisation and to your role • You will be provided with training and ongoing support
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DBS (formerly CRB) checks are required for Volunteer roles for one-to-one work with older people. We will arrange this for you if your role requires it and you will not incur any costs.

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