



JOB DESCRIPTION

JOB TITLE: Louise House Meet & Greet Volunteer

Date of role: August 2026

ACCOUNTABLE

TO: Chief Officer

BASE: Louise House, Roman Road, Meole Brace
Shrewsbury, SY3 9JN

Hours /

Time Commitment: Louise House operates 9-5pm Mondays to Thursdays and 9-4.30pm on Fridays. Volunteering hours are flexible between these hours, with a minimum of 8 hours per month

1. PRINCIPLE PURPOSE OF THE JOB

As a Meet & Greet Volunteer, you will:

1. Provide a warm, friendly, and welcoming experience for visitors attending Louise House.
2. Help people feel comfortable upon arrival, guide them to the correct waiting area
3. signpost them to the appropriate service or appointment location.

2. KEY DUTIES AND RESPONSIBILITIES

- Welcome visitors, patients, and service users in a friendly and professional manner.
- Provide information about where to wait for appointments.
- Signpost visitors to the correct departments, clinics, or meeting rooms within Louise House.
- Offer reassurance and assistance to people who may feel anxious or unfamiliar with the building.
- Help maintain a calm, welcoming, and inclusive environment.
- Communicate any concerns or queries to the appropriate member of staff.
- Follow confidentiality, safeguarding, and health and safety procedures at all times.

- Work alongside colleagues and other staff based at Louise House to support the smooth running of reception and waiting areas.

3. ORGANISATIONAL RESPONSIBILITIES

At all times adhere to A4U policies and procedures, with specific reference to:

- 3.1 Confidentiality: ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity and with consent where necessary.
- 3.2 Data Protection Act and Information Governance: to comply with the requirements of the Data Protection Act and all policies and procedures relating to Information Governance and security of data.
- 3.3 Equal Opportunities and Diversity: to ensure that all service users, their partners, colleagues both within A4U and other partner organisations are treated as individuals by following A4U's Equity, Diversity and Inclusion Policy.
- 3.4 Health and Safety: to ensure you comply at all times with the requirements of the Health and Safety regulations and A4U's Health, Safety and Wellbeing Policy and Procedures. You are responsible for taking reasonable care regarding yourself as well as any colleague, client or visitor who might be affected by an act or failure to act by yourself.
- 3.5 Quality Assurance: Support A4U's Quality Assurance systems by maintaining accurate records and contributing to the continuous improvement of service quality.
- 3.6 Safeguarding: A4U is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

4. Skills & Qualities

We are looking for volunteers who are:

- Friendly, approachable, and welcoming.
- Good communicators with strong interpersonal skills.
- Reliable and punctual.
- Patient and understanding when supporting people from diverse backgrounds.
- Able to follow instructions and work as part of a team.
- Comfortable providing directions and basic information.

5. Training & Support

Volunteers will receive:

- An induction to Louise House and the A4U volunteering programme.
- Relevant training, including health and safety, safeguarding, and confidentiality.
- Ongoing support and supervision from staff.

6. Benefits of Volunteering

- Gain valuable experience in a healthcare and community setting.
- Develop communication and customer service skills.
- Meet new people and become part of a supportive team.
- Make a positive difference to the experience of visitors attending Louise House.
- Enhance your CV and personal development.

7. Additional Information

This role is voluntary and unpaid. Reasonable travel expenses may be reimbursed in line with A4U's volunteer expenses policy.

NOTE:

A4U is committed to equality, diversity, and inclusion and welcomes applications from people of all backgrounds and experiences.