



VOLUNTEER ROLE DESCRIPTION:

Care Home Reception Volunteer

Why get involved with the Royal British Legion (RBL)?

You don't need to be an RBL member or have links to the Armed Forces community to volunteer with us. You'll be joining the UK's leading Armed Forces charity, the heart of a national network that supports our Armed Forces community through thick and thin – ensuring their unique contribution is never forgotten.

How will I make a difference as a *Care Home Reception* volunteer?

In this role you will be supporting the RBL's mission through contributing to the smooth operation of the Care Home's functions by welcoming residents, relatives and visitors to the home and undertaking a range of administrative activities.

What will I be doing as a *Care Home Reception* volunteer?

- Meet and greet residents, relatives and visitors at the home, providing a friendly and helpful service.
- Direct or accompany residents, relatives and visitors to their appropriate destination.
- Answer general queries about the home and its services.
- Refer enquirers to appropriate members of staff if they need further help.
- Support general administration at the reception desk, under the direction of the Business Manager, for example filing of non-confidential information or photocopying.

What won't I be doing as a *Care Home Reception* volunteer?

- Inputting data and maintaining filing systems.
- Supporting the planning and organising of events.
- Handling cash or be involved in residents' finances.
- Handling residents' confidential information.

What skills and experience would I need, or could I develop?

- Be a good listener, effective communicator and enjoy conversation with a wide variety of people.
- Able to maintain confidentiality.
- Able to work as part of a team and also independently.
- Caring and patient, with a sensitive manner and a non-judgemental approach.
- An understanding of and empathy with the needs of older people.
- Committed to acting in line with RBL policies and procedures, including those relating to data protection; confidentiality; safeguarding; health and safety and equality and diversity.

What support will be available to me?

- An initial 2-day induction, followed by annual refresher training.
- Training and opportunities for further development.
- A handbook to support your volunteering.
- Day to day support from a member of the team.
- A volunteer agreement that outlines both our expectations of you as well as what you can expect from us.

- **This role is purely voluntary, and this arrangement is not meant to be a legally binding one or an employment contract.**



What else do I need to know?

- Where:** Volunteer role to be carried out in the home.
- Time commitment:** A regular commitment of time, which will be agreed with your volunteer manager.
- Training/Resources:** Induction.
Annual in-house training courses.
- Expenses:** Reasonable out-of-pocket costs agreed in advance will be reimbursed.
- Extra Information:** The minimum age for Care Home Meet & Greet volunteer is 18 years old.
Two* satisfactory references and a criminal record (DBS) check are required.
*If you are already a RBL volunteer, we will only require one reference, from your RBL contact

In order to comply with charity regulations, we reserve the right to carry out additional screening if we consider it appropriate to do so.

What are the benefits for me?

- Be part of a committed and friendly team.
- Excellent socialising opportunities.
- Develop and learn new skills in a care environment.
- Excellent CV building opportunity.
- The opportunity to make a difference to the Armed Forces community.

RBL values and behaviours' – does the following describe you?

- Passionate about supporting the Armed Forces community and honouring their contribution.
- A desire to provide great support in all that you do.
- Enjoy and thrive in working in teams and with others.
- An encourager, eager to share your knowledge and experience to help others.
- Committed to being the best you can and to learn and develop new and existing skills.

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