

MEET & GREET VOLUNTEER

AT THE SWANSEA WELLBEING CENTRE

Role Description

We are a community-based Wellbeing Centre, hosting a range of therapists, groups, and activities to improve wellbeing. We aim to welcome and support all those that walk through our doors.

The Meet & Greet Volunteer role is a very important part of how we do this day-to-day. Whilst the different services take place in the separate rooms, the Volunteer is present in the main area, helping to create our warm, friendly and welcoming environment.

In the role of Meet & Greet Volunteer, we hope that you will:

- Help people feel welcome as they come into the Reception/waiting area.
- Greet people, direct them as to where to go or wait, and offer them a drink.
- Give information about classes and therapies on offer.
- Check the Centre is generally clean and tidy.
- Tidy equipment away and keep rooms presentable between sessions.
- Load and empty the dishwasher and keep the kitchen generally tidy
- Check supplies (e.g. toilet paper, soap) in bathrooms.
- Empty bins.
- Closing windows and doors after sessions.
- Buying milk / flowers (with petty cash) for the Centre.

Some benefits for you:

Opportunities for further training, being a part of a creative team, access to wellbeing events, ongoing support in the role, doing something that interests you, and role development.

Is this role for you?

Are you enthusiastic to be a part of something? Do you have a willingness to be sociable, welcoming, and like being around other people?

Do you want to give something back to your community? Do you want to be a part of a creative and supportive community network? Do you want to develop different skills?

If you have any of these or other relevant qualities, then the answer is YES! this role could be for YOU!

The Centre is open from around 9am until around 8pm (this can depend on the sessions offered). Volunteers roles work within office hours, between 9am and 5pm, Monday to Friday.



VOLUNTEER PATHWAY

You are interest in a volunteer role. Email centre@wellbeingswansea.co.uk or call the Centre **01792 732071** to let us know, or give your details to one of the members of staff at the Centre. You will be sent or given a brief application form to fill out.



A member of the team will arrange a meet and greet with you to talk about the role, and make sure the placement is a good fit. We will give you an overview of the Centre and the role of volunteer. You may like to think about how much time you'd like to volunteer, what days you'd be available, and if the placement is right for you.



A member of the team will fill out a Volunteer Development Plan with you. This is where we'd like to hear what interests you and what you'd like from the role. We can talk about how the Centre can support you in making the most out of the experience. You will also be given information on the support networks that are available to you.



As a part of the role, each volunteer has a DBS (police) check, offered an induction package to help ease you into your role, and given all the information you should need. You will be asked to attend some training for the role (like basic First Aid, Safeguarding, Therapeutic Boundaries and Self-Care), and have the opportunity to shadow and meet with some of the staff at the Centre.



Once in the role, you will have ample opportunity to talk to any of the staff supporting your volunteer placement. You will also be offered some dedicated review time with a member of the team to give feedback on your experience, and check that the role continues to be a positive experience for you at the Centre.

Remember, as a volunteer, you are an essential part of our team. You help make an empty space a welcoming space, and create a warm wellbeing hub for the community.