

# Welcome Volunteer - Reception



## Role Description

**Location:** Leeds or Bradford  
**Reporting to:** Welcome Team Lead/ Reception Manager  
**Hours:** We open our doors from 9am – 6pm however, we can accommodate a variety of hours and shift patterns to suit you

## Summary of Role

The reception team are often the first people visitors see or speak to when they arrive, they play a vital role in making patients feel welcome and reassured. In this role you will support patients and visitors to the site helping them navigate the building where needed. You will provide a warm, friendly greeting and engage with a wide range of people who visit us for a variety of reasons.

## Aims

- Meet and greet patients and visitors to the site
- Assist patients with the digital arrival screen
- Utilise signpost opportunities to support need
- Promote Bevan health and wellbeing initiatives
- Support the Family and Friends feedback survey

## Responsibilities of the post

- Work in a confidential manner
- Adhere to Bevan Policies and Processes

## What is in it for you

You will work alongside a passionate and dedicated team of clinicians and non-clinical colleagues who deliver a high standard of care. Not only will you volunteer alongside experienced colleagues who are experts in their field, it's a great way to meet new people and make new connections.

Volunteering with Bevan offers an opportunity to further develop your lifelong skills, it offers you a chance to practice your conversational English, it can help develop those all-important digital skills which will help you and others better navigate the NHS and other services.