

Addictions Recovery Community Hillingdon (ARCH)  
**Meet & Greet Volunteer, Uxbridge**

Arch Hillingdon is a free and confidential drug and alcohol service for young people and adults who live or are registered with a GP in Hillingdon.

We are looking for a volunteer to act as the first point of contact for people accessing the service in person at our offices in Uxbridge. You will help create a safe, calm and welcoming environment, offering reassurance and clear information to visitors who may be feeling anxious or unsure.

<b>Main purpose of the role:</b>	<ul style="list-style-type: none"> <li>Acting as a meet and greet volunteer, welcoming clients, carers and visitors on arrival and helping them feel comfortable within the service</li> <li>Offering a friendly, professional presence in the waiting area and responding appropriately to initial questions or concerns</li> <li>Explaining basic service processes (such as arrival procedures or appointment check-ins) while maintaining confidentiality and boundaries</li> <li>Supporting clients to sign in, complete relevant paperwork or wait for appointments as needed</li> <li>Ensuring the waiting area is kept tidy and comfortable</li> <li>Adhere to policies and procedures, in particular confidentiality</li> </ul>
<b>Person specification:</b>	<ul style="list-style-type: none"> <li>A friendly, approachable manner and confidence engaging with a wide range of people</li> <li>The ability to remain calm, respectful and non-judgmental when supporting individuals affected by drug or alcohol issues</li> <li>Good organisational skills and attention to detail</li> <li>A willingness to learn and work as part of a supportive team</li> <li></li> </ul>
<b>Commitment required:</b>	<ul style="list-style-type: none"> <li>Our preference is for a volunteer to attend 2–3 days per week; however, even one day would be great. We can be flexible</li> <li>Carried out between the hours of 9-4, Monday - Friday</li> </ul>
<b>Training and support given:</b>	<ul style="list-style-type: none"> <li>Full induction</li> </ul>
<b>Other:</b>	<ul style="list-style-type: none"> <li>Travel expenses can be claimed with proof of a transportation ticket or mileage accrued</li> <li>A Disclosure and Barring Service (DBS) check is required for this role, carried out by ARCH</li> <li>You may need to complete an additional form/ paperwork for ARCH</li> <li>You must be aged 18 years and over to carry out this role</li> </ul>
<b>To apply for this role:</b>	<p>A H4ALL application form must be completed. Please note we require two references.</p> <p>To obtain an application form:</p> <ul style="list-style-type: none"> <li>Visit <a href="http://www.h4all.org.uk">www.h4all.org.uk</a> and download or print an application form</li> <li>Email <a href="mailto:volunteerhub@h4all.org.uk">volunteerhub@h4all.org.uk</a> to request an application form to be sent to you by email or post</li> <li>Telephone 01895-676-111</li> </ul> <p>Send your fully completed application form by:</p> <ul style="list-style-type: none"> <li>Email to <a href="mailto:volunteerhub@h4all.org.uk">volunteerhub@h4all.org.uk</a></li> </ul> <p>Post to H4All, Volunteer Hub, Key House, 106 High Street, Yiewsley, UB7 9BQ</p>