

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.

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