



Volunteer Role

Meet & Greeter - COVID-19 Vaccination Centres

British Red Cross, Ulster GAA and Volunteer Now are looking for volunteers in the role of a Volunteer Meet & Greeter to work with us to support the roll-out of the COVID-19 vaccination programme across Northern Ireland. This role is an opportunity to help support our community against a pandemic that is affecting everyone. We are working to support the roll out of mass vaccinations starting January 2021. The number of volunteers requested will vary at times depending on the levels of supply and demand of the vaccine.

In this role you will volunteer at a local vaccination centre, acting as a point of information for large numbers of people attending. Your main role will be to offer support and be a friendly reassuring presence, ensuring that those attending the centre feel supported and cared for. By volunteering you will play a crucial part in transforming our current way of life and returning the world to a safer place.

Tasks will include:

- Providing support at the main reception points of the vaccination centre
- Providing a warm welcome as people arrive at the vaccination centre
- Encouraging people to use hand sanitiser and wear a facemask
- Supporting people to maintain social distancing in queue management
- Keeping vigilant for people who may require additional support
- Signposting people onto next stages in process – e.g. medical administrator/nurse – vaccination station
- Show people where the observation area is located, people will be asked to wait there for 15mins after vaccination has been administered
- Guide people to the appropriate exits when they are ready to leave the building

Expectations of the role:

- You are encouraged to volunteer for a minimum of 1 shift per week (there are two, six hour shifts per day: 8am – 2pm, 2pm- 8pm at each vaccination centre)
- This is a 7-day week operation
- Volunteer shifts are 6h long and will mainly be located indoors at the vaccination centre
- Volunteers must read through role specific information before they volunteer

- Volunteers are responsible for their own travel to and from the vaccination centre
- Maintain confidentiality on all aspects of your volunteering role
- Respect diversity of staff, volunteers, members of the public and all those that we work with

Preferred Skills/Experience:

- Customer service experience
- Volunteering experience
- Patience and willingness to answer a wide variety of questions and signpost where necessary
- Ability to interact with people attending the centre
- Ability to be active for prolonged periods of time
- Good communication and language skills

Possible Challenges:

- Large numbers of people to deal with
- Lots of information to take on board
- Potentially being asked difficult questions
- Early starts and late finishes
- Having to stand on your feet for the duration of your shift

What you can expect from us:

- All volunteers will be provided with Role Specific information prior to their volunteer shift(s)
- Orientation briefing onsite prior to beginning your shift and debriefing arrangements at the end of your shift
- A volunteer vest, that clearly identifies you as part of a volunteer team
- Appropriate PPE
- Water, snacks and lunch provided during shift(s)
- A suitable room to have your break/lunch/snack
- Onsite support from a Team leader/Staff member
- Reimbursement for out of pocket travel expenses to and from centre

Location of Vaccination Centres

- 7 Towers Leisure Centre, Ballymena
- Royal Victoria Hospital, NCS Building, 274 Grosvenor Road
- New A&E at Ulster Hospital, Dundonald
- South Lakes Leisure Centre, Craigavon

- Lakeland Forum, Enniskillen (alternative weeks)
- Leisure Centre, Omagh (alternative weeks)
- Foyle Arena, Derry/L'Derry

Minimum Age and Medical Circumstances

Volunteers must be aged 18 or over. Please note this will not be a suitable volunteer role for you if you are **pregnant** or if you or a family member that you live with fall into the **clinically extremely vulnerable** category.

<https://www.nidirect.gov.uk/articles/coronavirus-covid-19-definitions-clinically-extremely-vulnerable-and-vulnerable>