

## **RECEPTION VOLUNTEER**

### **VOLUNTEER ROLE DESCRIPTION**

#### **WHY WE NEED YOU**

The need for advice has increased during the coronavirus crisis at the same time many advice services have moved online. Many clients struggle to access these kinds of services and need face to face help.

We will soon be re-opening our Centre for clients to drop-in face to face. We're hoping to have a small team of volunteers to greet clients, assist with completing our advice forms; and / or signposting to other organisations that can help.

#### **ACTIVITIES YOU WILL BE INVOLVED IN**

- Greeting clients who attend the centre
- Talk to clients to explore what problems they've come for help with and identify the which advice areas
- Directing clients relevant advice forms
- Assisting clients who are unable to complete the advice forms themselves
- Explaining the next steps in the advice process to clients
- Help with the day to day running of the advice centre
- Signposting clients to other sources of help

#### **WHAT WE ARE LOOKING FOR**

- Ability to establish a rapport with a diverse range of people
- A friendly and welcoming manner
- be non-judgmental and respect views, values and cultures that are different to your own
- Good organisational skills
- Resilience
- Sufficient IT skills to be able to use our website and case recording system
- Ability to speak to clients in languages other than English (desirable)
- be willing to learn about and follow our policies and procedures, including confidentiality and data protection
- be willing to undertake training in your role

#### **HOW MUCH TIME YOU SHOULD OFFER**

We expect reception volunteers to be able to offer 3 hours (one session) a week for at least six months. Shorter opportunities may be available if you are able to volunteer more than once a week.

The Centre operates Monday - Thursday. Morning sessions would be 9:30am -12:30pm, afternoon sessions being 12:00pm - 3:30pm.

## **WHO YOU WILL BE WORKING WITH**

You'll be working as part of a small team of volunteers under the supervision of the Office Co-ordinator. Once you've completed the training there will be times when you are working alone on the reception desk. Your main interface will be with members of the public who are seeking advice.

## **WHAT TRAINING IS PROVIDED**

No prior experience is needed. You will receive training over a period of around 10 sessions which will include:

- An introduction to the Centre
- Using the Centre's IT systems
- Dealing with clients: how to identify issues
- Understanding our services and how to access them
- Understanding other services and how to signpost to them

The training above will be delivered by a variety of channels including, one on one training, independent self-study, groups sessions and shadowing.

## **HOW TO APPLY**

Complete the application form on our website:

<https://brixtonadvice.org.uk/volunteering/>