



CAN YOU HELP US?

The Counselling and Family Centre is looking for volunteers to work on our Reception:

- Do you have four hours a week spare?
- No previous experience required, but enthusiasm and an interest in helping your community definitely is!
- Full training and ongoing support will be given

We are looking for enthusiastic volunteers –

- you may be looking to get back in to work, or have never worked, and want to learn new skills, gain experience and build your confidence
- you may be retired and feel you have valuable skills to pass on to others
- you may have spare time and want to give something back to your community
- we fully support the Ban the Box campaign

What we will offer you

As one of our reception team you will welcome everyone calling in to and visiting the Centre. Among your tasks will be to:

- Answer the phone and forward calls as appropriate
- Keep the appointments diary up to date including counselling appointments, meetings, training etc.
- Handle counselling enquiries and bookings by phone, email and text and complete appropriate paperwork

For more information please contact: Kate Baldwin at

coordinator@thecfc.org.uk

Reception Volunteer

Role description and person specification

Position: Volunteer receptionist

Trained, supported and accountable to the Lead Receptionist

Role Description:

Your role as a volunteer is to provide a first class welcome to everyone calling in to and visiting the Centre. As the face of the Centre you will promote the ethos of The Counselling & Family Centre.

As a reception volunteer we would ask you to be able to provide regular weekly support for a minimum of 4 hours a week, at a time to suit both yourself and the needs of the Centre.

No prior experience is necessary as you will be provided with an induction and full training.

Main Tasks and Responsibilities

- Answer the phone and forward calls as appropriate
- Keep the appointment diary up to date including counselling appointments, meetings, training, supervision and room hire bookings
- Handle counselling enquiries and bookings by phone, email and text and complete appropriate paperwork
- Handle training programme enquiries and take bookings
- Take client payments
- Check and reply to emails
- Manage the counselling appointment system to optimise the take up of appointments
- Undertake general office tasks such as filing, photocopying and shredding as required
- Ensure that anyone entering and leaving the building signs in and out
- Ensure that the reception area is covered at all times save for unforeseen emergencies
- Follow the opening and closing down procedures as appropriate
- Carry out role as duty emergency co-ordinator
- Follow all organisational policies and procedures with particular regard to Confidentiality
- Additional tasks as required

Person Specification

Essential

- Clean tidy appearance
- Good standard of spoken English
- Agree with ethos of Counselling and Family Centre