

Receptionist Volunteer Role Description

As the first point of contact for all clients, this is a key volunteering role which makes a huge contribution to the work of Age UK Mid Mersey. You will help us to provide a welcoming face to all visitors at our Runcorn Office and help us to manage enquiries.

A volunteer is someone who provides unpaid support to Age UK Mid Mersey.

Accountable to:

Living Well Services Manager, Volunteer Coordinator and Keyworker.

The post holder will be required to undertake a criminal disclosure check to an enhanced level.

Duties:

The duties and responsibilities listed are intended as a summary and may be varied from time to time in consultation with the volunteer concerned.

- Welcome visitors with appointments, ensuring that they sign in/out
- Inform the Living Well Officer when a client arrives seeking advice, and keep the customer informed whether they may experience a delay
- If a Living Well Officer is unavailable, take detailed information from the client regarding their enquiry and advise them that a member of the Living Well Team will contact them to discuss, with an expectation of time frame (normally within 2 working days). Record details of any factsheets, information booklets issued to client.

The role description is intended to clarify the duties and responsibilities of the volunteer and is for the benefit of all concerned. It does not form the basis of a contract of employment.

What we are looking for:

- Energy, enthusiasm and commitment to the role
- Willingness to devote the necessary time and effort
- Ability to work effectively as a member of a team
- Willingness to undertake mandatory training in subjects such as Safeguarding Adults, Equality & Diversity, Health and Safety.
- Commitment to the principle behaviours of Age UK Mid Mersey:
 - Care and competence
 - Pride in what we do for you and us
 - Empathy, respect and integrity for staff and clients
 - Taking time to listen and understand
 - Working together and trusting each other



Personal skills and qualities:

- A strong personal commitment to equity, diversity and inclusion
- Able to work in a team
- Reliable with good time keeping
- Empathy
- Interest in supporting adults aged 50+
- Patience and good people skills
- Willingness to learn new skills and concepts
- Enthusiasm for our vision and mission

You do not need previous experience – we will provide a full induction and training

Terms of appointment:

The number of days and hours will be negotiated between the volunteer and line manager/key worker. As a minimum we would ask for an initial commitment of 2 hrs per week on a Monday, Tuesday, Thursday or Friday.

What we offer:

- The chance to be part of an exciting team who will support and develop you with ongoing training
- The opportunity to be involved with outings with our service users
- The chance to make a real contribution to Age UK Mid Mersey's work
- Paid travel expenses

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