

Volunteer Role Profile



Centre Receptionist, Crawley

Purpose of the Role:

As a Receptionist, you will often be the first person someone will speak to when they arrive at the Centre. This will include staff, Volunteers and the general public.

Main tasks:

- To answer the telephone and deal with enquiries, answer questions or book appointments.
- To deal with face to face enquiries.
- To take payments.
- To do the Centre's filing.
- To support the Co-ordinator with office admin when needed.
- To raise any concerns you may have about the Client to the Manager or Co-ordinator.

Role requirements:

- Good communication.
- Good listening skills.
- Friendly nature.
- Able to write basic notes.
- A professional manner.
- Patience.
- Able to maintain confidentiality.
- Minimum three hour commitment a week.
- Alert the Manager or Co-ordinator if you have any concerns about a Client.

How will we support you?

You will be supported in the role, but will also be invited to attend volunteer meetings, where you will always be encouraged to voice your opinion or raise any concerns.

Induction and Training

You will be giving in house training to enable you to carry out the role effectively and be able to do so with confidence.

What will you get out of Volunteering?

You will be making a difference to the lives of older people in so many ways, which is very fulfilling. You will also be able to gain some experience and knowledge in the role, to either build up your skillset or use to apply for a paid job.

Volunteer Agreement

I have read and understood the above Role Description & checked my insurance details and would like to become a volunteer for this service.

Signature.....

Date.....