

VOLUNTEER ROLE TITLE: RECEPTIONIST

TITLE: Receptionist
REPORTS TO: Volunteer Coordinator
PLACEMENT: Torfaen and Blaenau Gwent Mind
BASED AT: Wellbeing Centre (Pontypool)

MAIN PURPOSE OF THE POST

To assist with the smooth running of the reception area by tending to visitors and dealing with enquiries on the telephone and face to face. To provide information regarding the organisation to the general public, professionals and customers.

PRINCIPAL RESPONSIBILITIES

1. To redirect telephone calls and relay messages in a polite and professional manner.
2. Welcome new people, visitors and provide information about Mind services, activities or directing them to the correct person or department.
3. Undertake, as required, basic record keeping including reporting verbally on issues that may arise.
4. Manage the visitors book.
5. Deal with queries from the public and customers and if possible provide information.
6. General administrative and clerical support.
7. Operate a room booking system.
8. Tidy and maintain the reception area.
9. Collection and posting of mail.
10. To contribute to the protection of individuals from abuse.

OTHER FEATURES OF THE POST

1. To ensure health and safety requirements are maintained.
2. Promote independence by enabling people to make choices and decisions in their own lives.
3. To build a rapport with people who access Torfaen and Blaenau Gwent Mind services whilst maintaining appropriate professional boundaries.
4. To communicate and liaise with other volunteers, staff and line manager.
5. To participate in support/information/Full staff meetings/Team Meetings/one to one supervision sessions.
6. Attend relevant courses/workshops/mandatory training in order to enhance and encourage personal development.
7. To promote a positive image of mental health and Torfaen and Blaenau Gwent Mind to other agencies and the general public.
8. To work alongside and as part of a team.
9. Occasionally and dependant on service development, you may be called upon to take on other tasks which may involve a change of venue.
10. You may be expected to become involved with and help organise activities and events. You will be expected to encourage the participation of members and work along-side other volunteers in all stages of this process.
11. To be a positive role model.

ROLE/PERSON SPECIFICATION

ESSENTIAL

Understanding, Knowledge and Attitude

- Friendly and approachable.
- An understanding of equal opportunities.
- An understanding of confidentiality.
- Maintain clear and accurate records.
- Conscientious and reliable.
- To have a basic knowledge of health & safety and be able to follow it.
- A willingness to be flexible.

Skills and Experience

- Good interpersonal skills, with the ability to build and maintain relationships.
- Good spoken and written communication skills.
- Ability to stay calm and in-control in challenging situations.
- Good organisational skills.
- Basic IT skills; Word and Outlook.
- The ability to follow safety and security procedures, and put them into effect
- Be committed to the provision of a high quality service.
- Experience of working as part of a team.
- Ability to prioritise workload and to use your own initiative.
- Good problem solving skills.

DESIRABLE:

- Previous receptionist experience.
- Basic first aid.
- Previous experience of working in a community setting.
- An understanding of mental health issues and the needs of people with mental health problems or vulnerable adults.

Other Requirements:

- The post holder will be expected to attend any appropriate training courses and conferences which could mean nights away from home.
- **Time commitment:** We require a minimum of 6 months.
Hours/Days to be discussed as based on availability and need.
Mon – Fri and occasional weekends 9am-5pm
- **Location:** Wellbeing Centre (Pontypool)
- **Age Requirement:** None
- **Dress Code:** Smart Casual
- **References:** One reference required
- **Police check:** Due to volunteering in close proximity with vulnerable adults/children, an enhanced disclosure barring service check will be required.

Benefits:

1. Development of team and leadership skills.
2. Access to training to further personal development.
3. Meeting a challenge.
4. Personal self development and satisfaction.
5. Pathways to further employment.
6. Experience of working in mental health.
7. Improvement/Development of communication and social skills.
8. Out of pocket expenses will be reimbursed.
9. Lunch if volunteering all day.
10. Access to a reward system.