

## Support Reception Volunteers

We are very grateful to our volunteers for their time and commitment to us. We try, over time, to establish excellent relationships with them so that they can enjoy their time with us and give of their best. We both give and receive feedback to that end.

As well as a polite, professional warm manner with clients, volunteers need to be aware that our clients expect the highest levels of confidentiality and that we aim to treat them in a respectful and considerate way. As a volunteer at the Centre you would be expected to commit to a regular day or half-day for a minimum of six months.

The role involves the following tasks:

- Meet and greet clients and others visiting the Centre, provide them with appropriate information and refreshments. You are the first person our visitors see – be pleasant and helpful, and treat them as you would wish to be treated.
- Have a copy of that day's diary in front of you and check to see who is expected so that you are able to welcome them by name.
- Offer to make tea or coffee if the person would like that or show them the water cooler, and invite them to take a seat and read information.
- Answer incoming Centre telephone calls, forwarding the call when necessary (e.g. to the Support staff). The staff telephone extension list is fixed to every desk so that you can ring a person and transfer the call to them, or inform them that someone is in Reception to see them. All telephone calls must be logged in the Support Desk Message Book. You will be given special telephone training.
- Explain our system of initial appointments and, if necessary, speak to the Support Officer about arranging one.
- Contact clients by telephone to offer one-off appointments when there are cancellations.
- Monitor and tidy the therapy rooms and reception area.
- Housekeeping and laundry: keep a check on clean glasses and cups and wash them when necessary. Check the washing machine and dryer to keep the towels going.
- Help update and display all current Centre leaflets and posters.
  
- Administrate initial appointment paperwork and help to ensure all client/practitioner record forms/paperwork is up to date and supplied as needed.
- Administrate the receipt of client donations. Make sure the donation tin is in front of you and receipt any donations you are given.
- Other administration tasks could include filing, sorting, photocopying, guillotining etc.

- IT tasks could include data entry, use of database, emailing and internet research.

**Ideally, we would like someone who has:**

- a good telephone manner or previous reception work experience;
- a friendly and warm manner who can make clients and visitors feel welcome;
- experience working with databases;
- legible handwriting and the ability to record detailed telephone messages.

**What we offer:**

Full induction, support and training opportunities will be provided. After 3 months we would review the role and after 6 months a reference would be given if required.

On a day to day basis you will report to and work closely with the Support Officer (or staff member covering the support desk). They will encourage and support you in this volunteer role so that you can fulfil your responsibilities with confidence.

You will have supervision on a quarterly basis with the Services Manager or the Macmillan Information and Support Manager either in a group or on a one-to-one basis.