

Volunteer Receptionist - Role Description

This guide is compiled to provide further information about this opportunity. Please read all the information before applying and contact the Relate Cambridge office on 01302 347712 or email admin@relatecambridge.org.uk should you have any queries – all applicants are subject to DBS & reference checks

About the opportunity

Relate Cambridge requires Volunteer Receptionists to assist the office team with the smooth running of the sessions at the centre. As a Volunteer Reception Assistant, you will be the first port of call for any clients and visitors to our central office in Cambridge (Brooklands Avenue) and will report to our Office Team and Centre Director.

It's a great way to develop your skills and use your experience to help people in your local area. You'll work with motivated people, learn about our work and get a unique insight into the not-for-profit sector. Volunteering is a great way to gain valuable skills in the work place and help more families and couples build brighter futures.

It is also a good introduction for those considering counselling, social work, administration or psychology based fields as a career and this opportunity has led to some of our volunteers taking on paid roles within our office.

About Relate Cambridge

Relate is the UK's largest provider of relationship counselling and sex therapy. Relate Cambridge is part of a national organisation working with people for over 80 years to build better relationships.

Relate Cambridge has 30 experienced and trained counsellors who work with individuals, couples, children, young people and families.

We ask you to

- Have a warm, calm and friendly manner, that reflects the Relate Cambridge ethos
- Be happy to undertake any training if necessary
- Have a positive approach to the organisation and volunteering

What you will get from this opportunity

- Internal training and support through our buddying up procedure
- Opportunity to meet new people
- The chance to socialise with others at social committees and events
- The opportunity to use existing skills and gain new ones
- Expenses covered for DBS, travel and refreshments under the terms and condition

General Tasks

- Welcoming the clients to the Centre in a friendly and polite manner
- Ticking attendance
- Ensuring that clients have the correct paperwork
- Directing clients to the waiting area
- Monitoring those entering and existing the building
- Supporting with the appointments process
- Answering phones and taking messages
- Keeping the office tidy and presentable
- Provide information about Relate Cambridge to our clients
- Additional administrative tasks as required; such as preparing paperwork, scanning and uploading files, folding leaflets, collating data from feedback etc.
- Assisting with training days when available
- Completing the end of day locking up procedure

Further information about the duties of the Volunteer Receptionist

1. Check the sheet for the name of the counsellor and clients and the time of appointments
2. Check all rooms that are going to be used for counselling, i.e. that heating is on (if necessary), lights on, etc., including waiting area and close any blinds/curtains in the waiting room and counselling room.
3. Answer the door to clients, greeting them warmly and in a friendly manner. Clients should be directed to the waiting area having been asked their name and their attendance ticked on the sheet.
4. To assist in administrative tasks such as preparing materials for clients and counsellors and to maintain marketing materials such as leaflets, posters and mailing lists and research.
5. Towards the end of the evening/morning, collect any cups, wash them up and ensure that the kitchen is left tidy - N.B. Receptionists are *not* expected to wash up after other activities or meetings which may be held in the building – each group should be responsible for their own washing up.
6. After counselling has finished, check counselling room and waiting area, turning off heaters and lights, and closing and securing all windows and closing doors. This is very important for security reasons and, in the case of a heater, can be a fire hazard.

Important Information

Counsellor (whether trained or in training) should not be left on their own with a client. For security and insurance purposes, it is part of Relate's policy that there should always be a third person present in the Centre whilst counselling is taking place. We ask Volunteer Receptionists to prepared to stay later than the time the last counselling session is due to finish to allow for overruns and closing of the venue.