

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:

A: Meet & Greet

- Respond to the ground-floor entrance buzzer, and admit legitimate visitors.
- 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 them tea, coffee or water from the chiller, and invite them to 'sign in' and then to be seated.
- Inform each therapist when their next client has arrived.

B: Communication

- 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.
- Explain our system of *initial appointments* and set one up for a caller/visitor if appropriate, or refer the matter to the Support Officer.
- At the request of the Support Officer, contact clients by telephone to offer one-off appointments to fill therapy slots that may have become vacant, eg, through cancellation.

C: Housekeeping

- Check that the vertical banner and display board have been positioned outside the Centre's front door at the start of the day, and brought in again at the end.
- Monitor and tidy the therapy rooms, the reception area, and the kitchen. Wash, dry and put away used crockery.

- Ensure that each therapy room is set up for whatever the next therapist or staff member to use it will require (couch, reflexology chair, folding chairs), and afterwards return the room to its original configuration.
- Ensure that both toilets are properly stocked with toilet paper, hand wash and paper hand towels.
- Replace the water bottle on the Reception chiller, as necessary.
- Ensure that there is an adequate supply of clean glasses in Reception beside the water chiller; remove, wash and dry used glasses and mugs.
- Check the accumulation of used towels in the laundry bag in the kitchen, and launder when there is a sufficient quantity to make up a full load. After washing, dry the towels in the tumble drier, then fold and return them to the towels cupboard (outside the ladies' toilet).

D: Administration

- 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. This includes checking we have enough *initial appointment packs*, and making up more when the stock is low.
- Administrate the receipt of client donations, if so requested by the Support Officer.
- Other administration tasks could include filing, sorting, photocopying, guillotining, laminating, franking of post and taking it to our local post office, or whatever assistance any staff member may request.
- IT tasks could include updating electronic diary system, data entry, 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.