



CommuniCare Volunteer Receptionist

Main Purpose:

- To welcome clients at the CommuniCare Advice Centre.
- To record client names on daily register, with arrival time and time seen.
- To show kindness and patience to clients in the Advice Centre
- To prepare client files for Advice Workers to access
- To assist with some basic information gathering with new clients
- Some occasional filing
- To monitor the numbers in the waiting room and advise Manager when list needs to be closed.

Responsible to:

CommuniCare Manager

Job Description:

To assist in the delivery of CommuniCare's service by:

- Welcoming and caring for clients and putting them at their ease.
- Being familiar with the range of information available at CommuniCare and being able to handle simple requests for information.
- Ensuring accurate records of clients attending & waiting times are being kept.
- Ensuring Client files are filed accurately.
- Ensuring that your activities are conducted with honesty, confidentiality, generosity and integrity as befitting a Christian organisation. Showing love, kindness and compassion in the care of others
- demonstrating a belief in the equal value of all irrespective of a persons life situation, views or beliefs

Person Specification:

To fill the above role we are looking for someone who ideally:

- Has a heart for helping people in a non judgemental way.
- Is able to communicate with a wide range of people.
- Has good interpersonal skills.
- Is able to empathise with others.
- Can work in a team
- Is able to show enthusiasm and initiative.
- Has basic organisational skills.
- Is able to offer a regular time commitment.
- Can sign our statement of faith enthusiastically and wishes to offer God's love in Christ, including prayer support, where appropriate