

VOLUNTEER ROLE DESCRIPTION

Volunteer Title: Reception and Administration Volunteer

Location: Crawley YAC

Goals of Position
Organisational:

We are looking for volunteers who would like experience in a customer service/administrative setting in a busy, charity wellbeing service.

This role will involve working within the team to meet and greet clients in our Youth Advice Centre and manage initial queries, support the management of clients in the drop in space, keep monitoring systems up to date and undertake admin tasks to support effective delivery of the service.

Volunteers will be offered a thorough induction, as well as training and support throughout their time at YAC. This is a new service and as such not all shifts are currently available, however when the service is operating full time the shifts are either 9am-12pm, 1-4pm and 4-7pm.

We ask our volunteers to offer 1 shift a week with a commitment of a year.

Key activities

1. To cover reception and act as a first point of contact at YAC for service users presenting for support and counselling at our centre. This will involve taking client details, giving initial information about appointments, and supporting the rest of the team to manage the drop-in space and waiting times.
2. To take and deal with calls from clients, parents of clients and other organisations around general inquiries, ensuring all calls are dealt with in a confidential and professional manner. As well as ensuring that messages are passed on as appropriate.
3. To support staff to manage and organise the office and drop-in areas, ensuring that the space is tidy and well maintained and up-to-date information displayed on notice boards.
4. To be the friendly face of the service and greet service users and their families who have appointments at the centre.
5. To support the service by contacting service users where appropriate.
6. To provide administrative support to the advice team including booking of rooms, producing accurate and well-presented letters, assisting with data entry, assisting with reports, and other documentation including publicity and leaflet production, photocopying and filing.

Timeframe

Length of commitment: For a minimum period of 12 months

Estimated Total Hours: Minimum 3 hours per week

Scheduling: 9am-12pm, 1-4pm and 4-7pm: Monday - Friday

As noted, this is a new service and as such not all shifts are currently available; as the service develops more hours will be available which may include weekends. If you are only available at specific times and want to ensure that you can volunteer during this window before applying, please get in touch with us directly.

Worksite: Crawley YAC, Crawley Foyer, Horsham Road, Crawley, West Sussex, RH11 7AQ

Relevant Skills & Experience

1. An understanding of the needs of young people or willingness to learn

2. A good knowledge of IT and packages such as Word and Outlook email.
3. Creativity and ability to use your initiative
4. YMCA DLG requires all staff and volunteers to be committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. Training is given around this and we do not expect volunteer candidates to have safeguarding experience.
5. Successful applicants are required to undertake an Enhanced Disclosure via the Disclosure and Barring Service (DBS). The YMCADLG organises and pays for this via our head office, Reed House, Brighton.

Benefits to the Volunteer

1. Working alongside an experienced and established team
2. To develop skills in working with young people
3. To develop knowledge of administrative systems within a charity setting
4. Helping develop and support a vital service to young people
5. Access to the YMCADLG training offer, which includes face to face and extensive e-learning.
6. Become part of a team working to support vulnerable young people in our community.
7. Development opportunities and training to be able to provide support and advice to clients as the service develops.

Training & Supervision

Line Manager: Elinor Adie
Tel: 07884 549349
Email: elinor.adie@ymcadlg.org

For more information about the role, or to find out more about the developments of Crawley YAC, please get in touch with Eli directly.