

## ROLE DESCRIPTION

### Volunteer Receptionist

This post is open to female applicants only. (Equality Act 2010, Schedule 9: Part1 ((1a).

#### **Purpose of the role:**

To volunteer as part of a trauma informed, supportive team covering reception duties.

**Volunteer:** The post holder will be required on a volunteer basis.

**Responsible to:** Project Development Worker

**Location:** Central Barnsley – Due to the nature of our building this post is not suitable for those who can't climb stairs.

**Benefits:** Training and development

#### **Key Responsibilities**

- To greet service users upon arrival to reception and let the appropriate member of staff know of their arrival
- To sign visitors in and out of the building
- To offer refreshments to clients
- To maintain the upkeep of reception – I.e. tidiness, cleanliness, and supplies
- To maintain levels of paper work required for reception and staff
- To maintain confidentiality at all times

#### **Other Responsibilities**

- To attend service meetings as required
- To maintain high levels of confidentiality at all times
- To liaise with other professionals and colleagues working at BSARCS
- Report any problems immediately to your allocated supervisor or member of management
- To be aware of and comply with the policies, procedures and service standards of the organisation
- Actively promote and ensure good equal opportunities practice in work and an anti-oppressive manner
- Undertake any training necessary to do the job, and receive line management from the Project Development Worker

#### **Disclosure & Barring Certificate**

- Due to the nature of this work, the post may be subject to an enhanced DBS check. Previous criminal convictions may not necessarily be a bar to this role

#### **Equal Opportunities Statement**

- BSARCS is striving to be an equal opportunities employer.

April 20222