



For better
mental health

ROLE DESCRIPTION VOLUNTEER RECEPTIONIST

TITLE: Volunteer Receptionist

REPORTS TO: Community Engagement Co-ordinator

HOURS: To be agreed

EMPLOYED BY: Torfaen Mind

BASED AT: Well Being Centre, 24 George Street, Pontypool NP4 6BY

MAIN PURPOSE OF THE POST

To provide a high quality receptionist service for the Torfaen Mind Wellbeing Centre and provide support to the Day Services Team

PRINCIPAL RESPONSIBILITIES

1. To receive and welcome visitors to the Wellbeing Centre, making initial enquiries to ensure they receive a courteous, prompt and efficient service.
2. To ensure visitors are directed to the appropriate department.
3. To respond to enquiries regarding Torfaen Mind services.
4. To act as a point of contact for individuals, groups and organisations wishing to make appointments to visit the Centre or to book facilities.
5. To be take and redirect calls as appropriate.
6. To acknowledge and maintain records of bookings taken and advise Administration to invoice accordingly.
7. To ensure that the reception/information area is well stocked with relevant information material.
8. To assist with the ordering and distribution of stationery, forms, equipment and supplies.
9. To provide a high level of customer care to all visitors.
10. To work alongside volunteers.
11. To liaise with the Caretaker/cleaner to ensure rooms are prepared and cleaning carried out as required.
12. To help ensure the safety of the premises, to know the fire procedures and participate in fire drills.
13. To contribute to the protection of individuals from abuse.
14. To accept that this job description may be subject to review.



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OTHER FEATURES OF THE POST

1. With the endorsement of Torfaen Mind Management Board the Volunteer may represent Torfaen Mind in various forums. The Volunteer will be expected to encourage the participation of Clients and Volunteers in such representational tasks.
2. Volunteers are expected to promote a positive image of mental health and Torfaen Mind to other agencies and the general public.
3. Volunteers will work as part of a team based at the Torfaen Mind Wellbeing Centre.
4. The work of Torfaen Mind changes over time and it is not possible to describe all the responsibilities of the Volunteer. It is to be expected that the post holder will be called upon to take on responsibilities and tasks in furtherance of the main purposes and duties of the role.
5. With the endorsement of Torfaen Mind Management Board the post holder will be expected to attend in-house and external training to enhance and encourage personal development.
6. The position is re-viewable annually subject to funding availability.



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**JOB/PERSON SPECIFICATION
RECEPTIONIST/ADMINISTRATIVE ASSISTANT WELLBEING CENTRE**

ESSENTIAL:

1. A minimum of two years experience of dealing with the public
2. The ability to empathise with customers and demonstrate an understanding of their needs
3. The ability to listen attentively to customers and check mutual understanding
4. Understanding of the needs of vulnerable people
5. Understanding of confidentiality and privacy
6. Good written and verbal communication skills
7. Experience of working with Microsoft office products
8. Experience of working as part of a team
9. Ability to work on own initiative, prioritise own work and meet deadlines.
10. Understanding of Equal Opportunities
11. A commitment to delivering a high quality service
12. Understanding of and commitment to the aims of Torfaen Mind

DESIRABLE:

1. NVQ Level 11 Customer Care
2. An appropriate qualification such as ECDL
3. Experience of liaising with Social Care agencies
4. Understanding of the needs of people with mental health issues
5. Some knowledge of Health and Safety