

Southwark Pensioners Centre



Name of role:

Receptionist volunteer

Purpose of the role:

1. To provide a friendly, helpful, kind and caring welcome.
2. To work on our reception desk, looking after our visitors, answering telephone calls and dealing with enquiries and booking appointments.

Mission

We support older people to lead fulfilling lives improving their health, well being and quality of life. We promote the development of an inclusive community in Southwark in which older people support each other, are independent, active and in touch.

What will I do?

1. To work on reception answering telephone calls, transferring them or taking messages for staff +and dealing with enquiries from individuals and organisations.
2. Greeting visitors to the centre, establishing the purpose of their visit and providing them with information or ensuring they are looked after by the right member of the team as appropriate
3. Ensure the reception area is tidy and that all literature on display is up to date.
4. Receiving and logging members or users payments for membership, activities, outings, holidays, photocopying, room hire, etc
5. Make appointments for advice worker, other staff, podiatrist and record in the reception diary
6. Carry out admin duties on the computer including data entry, completing daily income sheets
7. Helping with other areas of the team's work.

Who will I work with?

1. Members and users
2. The Centre Manager as your main contact and supervisor
3. Other SPC staff and volunteers
4. Partners and agencies such as Age UK who manage the Safe and Independent Living Scheme, COPSINS members such as Time and Talents, Linkage Southwark, Blackfriars Settlement, The Alzheimers Society, and the NHS.

How much time will I need to give?

1. We are asking for a minimum commitment of half a day a week (or fortnight or month) for six months.

<p>What do I need to do this role?</p>	<ol style="list-style-type: none"> 1. Be friendly, helpful, kind and caring 2. Be able to treat people with dignity, empathy and respect 3. Be able to understand and respect the personal values, culture and beliefs of members and service users 4. Able to work as part of a small team 5. Be well organised and have good admin skills 6. Experience of using a computer and knowledge of Microsoft applications 7. Be punctual, polite and reliable
<p>Are there any other requirements?</p>	<ol style="list-style-type: none"> 1. As you will be working with vulnerable older people, we will take up two references and an enhanced DBS check (data barring service). (This is not required if you just volunteer at the centre or work under direct supervision outside the centre at a user's home). 2. We ask you to attend an induction, role related training, and to come to a volunteer get together every three months or so. 3. We also ask you to sign a volunteer agreement about your voluntary work, abiding by our policies and your hours. 4. We sign it too setting out our commitment to support and develop you. <p>Role specific:</p> <ol style="list-style-type: none"> 1. xx
<p>What will I get out of it?</p>	<ol style="list-style-type: none"> 1. You will gain the personal satisfaction of knowing that you are making a significant difference to the lives of older people helping them to be as healthy, as active, as independent and as connected to their communities as possible. 2. You will meet new people and try new things 3. You will learn new skills and be part of a team 4. You will have fun!
<p>What support will be available to me?</p>	<ol style="list-style-type: none"> 1. We will offer you a general induction about volunteering at Southwark Pensioners Centre and training and support about the role itself. 2. A named supervisor 3. We will also offer you the chance to meet the other volunteers every three months to share your experiences, give us feedback and find out more about what's going on at the centre. 4. We will make sure you work in a safe environment 5. Reimburse reasonable expenses in line with our expenses policy

