



Volunteer Role Description

Role Title:

Reception Volunteer.

Location:

Disability Equality North West offices, 103 – 104 Church Street, Preston.

Hours:

Either a day or half day between 9.30am and 4:00pm.

Purpose:

To provide a quality reception service for Disability Equality North West by being the first point of contact for enquiries and messages, either face-to-face or by telephone.

Position in Organisation:

Reporting to the staff member on duty in Reception and liaising with other staff and volunteers.

Key Duties are to:

- Answer the telephone, taking and passing on any messages, transferring calls to the relevant service or appropriate member of staff.
- Deal with face-to-face enquiries, taking and passing on any messages to the relevant member of staff or any advice and information enquiries to an advisor.
- Take initial enquiries about Disability Hate Crime and pass information to Reception staff member.
- Attend meetings with the Volunteers' Development Officer to review the volunteer role.
- Work as part of a team with other Disability Equality North West volunteers and staff.
- Follow all Disability Equality North West policy and procedures.

Key personal attributes required:

- Good communication skills.
- Good listener.
- Friendly.
- Reliable.
- Able to follow instructions.
- A confident reader and writer.
- Comfortable using the telephone.
- Patient.
- Good time keeping.

Standards of dress:

As you are liable to come into contact with customers and members of the public, it is important that you present a professional image with regard to appearance and standards of dress. You should wear clothes appropriate to your job responsibilities, and they should be kept clean and tidy at all times.

Induction Training:

- Role and responsibilities.
- Introduction to Disability Equality North West.
- The Social Model of Disability.
- Hate Crime Awareness (Third party reporting).

Other Requirements:

- Two references (from non-family members).

To discuss the role further and to find out more how to apply, please contact Project Administrator dean@disability-equality.org.uk or one of the Project Workers on Tel: 01772 558863 option 2.