

Volunteer Reception Assistant

Job Description

As the first point of contact for residents and visitors you will provide a warm welcome to all, whilst ensuring everyone is supported and directed quickly and efficiently to ensure their needs are met. You will assist in the provision of effective high quality support services to complex, challenging individuals who present with homelessness, mental health, substance misuse and offending behaviour with the aim of promoting independent living.

Key Responsibilities:

- Meet and greet residents and visitors as they enter the service.
- Provide a warm welcome to visitors and ensure they sign in and out.
- Engage with residents and visitors who enter the service, answering enquiries.
- Refer any visitors to staff as appropriate.
- Ensure the reception area is clean and tidy.
- Take in postal deliveries, informing administration staff as necessary.
- Handle incoming phone calls politely, taking, and relaying messages as appropriate.
- Always maintain confidentiality.
- To establish supportive and effective working relationships with staff and residents.

Requirements:

- Experience of dealing with customer enquiries.
- A good knowledge of IT.
- Excellent communication, engagement, and interpersonal skills.
- Previous experience in a voluntary sector advantageous.
- Patience, tolerance, and flexibility.

Benefits:

- Meeting new people and being part of a friendly and supportive team at YMCA Humber.
- Regular supervision with a line manager to discuss progress and areas of development.
- Opportunities to gain experience that may prepare you for work and receive references.
- Travel expenses reimbursed in accordance with YMCA Humber Volunteer Policy.

Due to the environment the role is based within, and to ensure no conflicts of interest occur with regards residents and those accessing the service this reception role is only available to applicants outside of the immediate service provision.