

Admin Receptionist Volunteer

Simpson House Counselling & Recovery

Simpson House, 52 Queen Street, Edinburgh EH2 3NS

Simpson House is one of the CrossReach Counselling Services in Queen Street, Edinburgh. We are looking for volunteers to work alongside our administration team and help to provide reception cover and admin support. You will play an important role in welcoming our clients and creating a safe, friendly atmosphere at reception. Our client's first point of contact is by telephone. Volunteers will be trained and supported to take calls that may involve vulnerable clients.

Our recruitment process involves an invitation to visit the service and meet the staff team and other volunteers prior to starting• At this visit, both or either party will decide whether to proceed with the application• The application process involves 2 references (not necessarily from an employer), completion of a self-declaration form and Standard Disclosure. These must be approved before starting your volunteer role.

Responsibilities and Duties

Welcoming clients to reception and informing counsellors of their arrival• Keeping the reception area clean and tidy, maintaining tea and coffee supplies• Photocopying and other non-confidential admin tasks• Answering the phone, dealing with enquiries and transferring calls to the office• Adhere to CrossReach's codes of confidentiality and conduct including Safeguarding and Health and Safety

Qualifications and Skills

You will have a warm and friendly personality with the ability to put people at ease. You will be comfortable using the main Microsoft Office software such as Word and Excel. You will be organised; able to manage your time, prioritise and meet deadlines. You will be comfortable with working as part of a team, or as an individual, depending on the task.

Benefits

Training and Support: You will be offered comprehensive training and induction programme and will be linked with a support person on the staff team.

Reimbursement of expenses: Out of pocket expenses for travel can be reimbursed. Please discuss with the Centre Manager.

If you are interested please contact Claire Murray via e-mail: Claire.Murray@crossreach.org.uk