

Admin Support Volunteer

Tom Allan Centre Counselling

23 Elmbank Street, GLASGOW, G2 4PB

Being a volunteer with us will give you the chance to work as part of a busy office and Reception in one of the biggest Counselling services in Scotland and will enable you to use your admin and reception skills in a supportive environment. At CrossReach's Children & Family Services we are committed to creating a positive culture of volunteering. We will invest in you through training and mentoring and your time given will make a massive difference to the individuals and families who access the Centre.

Responsibilities and Duties

We are looking for volunteers to work alongside our Administration team and help to provide reception cover and admin support during our evening service from 5pm to 9pm. 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.

- Welcoming clients to reception and informing counsellors of their arrival
- Keeping the reception area clean and tidy, maintaining tea and coffee supplies
- Photocopying, filing and other admin tasks
- Answering the phone, dealing with enquiries and transferring calls appropriately
- 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. General administrative and computer experience would be very helpful. 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.

Time commitment: We are looking for volunteers who can commit to us for at least two years for a minimum of 3 to 4 hours per week, initially providing support during our busy evening period from 5pm to 9pm.



Recruitment process

- You will be asked to submit an application form.
- If your application shows that your skill set meets our current requirements you will be invited to meet the staff.
- A successful 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

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.

Ongoing review: There will be the opportunity for a review during the first month of volunteering, and at this review, both or either party may decide to end the volunteering arrangement.

If you are interested please contact the Centre at tomallan@crossreach.org.uk