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| **Counselling Reception Volunteer Role Description** | |
| **Role** | **Counselling Reception Volunteer** |
| **Role description** | Areas of admin support required include meeting and greeting clients who arrive for a counselling session, record-keeping on spreadsheets and computer database, scanning documents, stuffing envelopes and calling clients for feedback on the service given, shredding, sending out standard letters and printing labels. Reception support would involve dealing with clients face to face, taking phone calls & messages, emailing messages on to staff, photocopying, printing and scanning etc.  Training will be given for all tasks and support provided. This position is ideally suited to a counselling student or someone with an interest in the process of counselling. |
| **Benefits for the placement** | * Expenses paid * Induction * Contribution towards professional development * Gaining a further understanding of working with vulnerable clients and clients with disabilities |
| **Time commitment** | We are looking for someone who can commit to working Wednesday evenings from 4:30-8:30PM |
| **Skills & experience needed** | Someone with the confidence to work on computers/client databases. A good telephone manner and friendly interaction with clients is imperative. |
| **Other information** | * Richmond AID will pay all or part of your expenses for meals and travel. * We have a fully accessible office, including disabled parking and accessible facilities. * Induction, training and support and supervision will be provided. * Volunteers are covered by insurance. * Richmond AID has a Volunteering Policy and a Volunteer Handbook. |