

## Volunteer Resettlement Receptionist Job description

<b>Job Title:</b>	Resettlement Receptionist Volunteer
<b>Location:</b>	Marylebone Project, Westminster London
<b>Responsible To:</b>	Resettlement Manager
<b>Responsible For:</b>	Service Users within the Resettlement Service
<b>Purpose:</b>	To provide effective, efficient and sensitive reception service to residents and visitors to the Project. To provide administrative services to the Resettlement Team.
<b>Objectives:</b>	<ol style="list-style-type: none"> <li>1. Ensure all are welcomed at the Marylebone Project.</li> <li>2. Set up and maintain sound administrative systems and complete tasks and activities.</li> <li>3. Support the Resettlement Team to ensure the smooth running of the unit.</li> <li>4. Contribute to a safe working environment for residents and staff whilst fostering a good team spirit.</li> <li>5. General.</li> </ol>

### KEY TASKS:

#### **1 Ensure all are welcomed at the Marylebone Project.**

- 1.1. Ensure all residents and visitors are welcomed. That enquiries are handled in a professional manner: this includes Space clients - one of our Social Enterprises based at Elgood House. In the absence of the Social Enterprise Team, you may be required to welcome and support.
- 1.2. Deal with all incoming calls effectively and efficiently, ensuring all callers are routed through to the correct extensions, taking and passing accurate messages when required.
- 1.3. Ensure the reception area is kept clean, clear and welcoming at all times, with relevant information displayed.

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#### **2 Set up and maintain sound administrative systems and complete tasks and activities.**

- 2.1 Maintain staff and visitors signing-in records, showing who is on/off the premises.

- 2.2 Ensure all resident tick lists and fire lists are up to date and maintained at reception.
  - 2.3 Record and distribute mail to residents as appropriate.
  - 2.4 Maintain and devise any other records as needed by the service.
  - 2.5 Be responsible for maintaining office stationery supplies, including staff refreshments.
  - 2.6 Be responsible for issuing laundry tokens, receiving money and recording as necessary.
  - 2.7 Organize and facilitate resident activities and groups as required.
  - 2.8 Assist in the collation and preparation of performance statistics and monitoring as required.
  - 2.9 Oversee the weekly staff planner.
  - 2.10 Record and evidence resident based work and serious incidents on our records system.
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### **3 Support the Resettlement Team to ensure the smooth running of the unit.**

- 3.1 Record and share observations with the team and pass on information to others as appropriate.
  - 3.2 Handle initial enquiries and undertake stage one of the referral process to the Resettlement and E-bed Service.
  - 3.3 Book appointments and assessments for the team as required.
  - 3.3 Provide administrative support for meetings held by the Resettlement Team, and others as directed by the supervisor.
  - 3.4 Record resident departures in line with our processes.
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### **4 Contribute to a safe working environment for residents and staff whilst fostering a good team spirit.**

- 4.1 Report any maintenance of health and safety issues in line with internal processes.
- 4.2 Calling the appropriate emergency service in the event of an incident.
- 4.3 Be responsible as directed for dealing with the alarm system, including door alarms.
- 4.3 Be a supportive and effective communicator, making a positive contribution to your

team and the Marylebone Project.

#### 4.4 Take part in regular supervisions.

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### 5 General

5.1 At all times to be conversant with and work within the procedures and practices of Church Army which include:

- Equal Opportunities Policy
- Health and Safety Policy
- Other policies within the Employee Handbook

5.2 Undertake other duties which are commensurate with the post.

5.3 Serve as an exemplary representation of the organization always.

### **VOLUNTEER PERSON SPECIFICATION**

The following sets out what we are looking for in the volunteer.

<b>Essential</b>	<b>Desirable</b>
<b>EXPERIENCE, KNOWLEDGE AND QUALIFICATIONS</b>	
Good working knowledge of issues affecting homeless people, especially women. Sensitivity towards women experiencing mental health problems.	
An understanding and commitment to equal opportunities and an ability to work in a non-judgmental way with people from a variety of ethnic backgrounds.	
Working experience of administrative systems together with the ability to set up systems as necessary.	
Experience of working under pressure Experience of working with your own initiative and as part of a team together with the ability to be flexible.	
<b>SKILLS AND ABILITIES</b>	
Good verbal communication skills together with the ability to deal sensitively with all visitors/service users at the Marylebone Project.	
An ability to communicate effectively in writing, including report writing and use of email and IT packages. An ability to Multit-task.	
<b>ATTRIBUTES</b>	
A passion, able to empathies with others, have an awareness of others' needs, able to socialize with others from all walks of life and interact on all levels, and commitment for serving others.	
An understanding and commitment to equal opportunities and an ability to work in a non-judgmental way with people from a variety of ethnic backgrounds.	

A willingness to work with people who present challenging behaviour.	
In sympathy with the values and ethos of the Marylebone Project.	