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**Volunteer Reception Role**

The Positive East reception forms the beating heart of our organisation. It operates as our warm welcome and invites everyone in to find out more. Whether you are a long standing service user or new to our services our friendly and welcoming reception will help you with your needs. Our Reception operates Mon – Fri from 10.00am until 5.30pm. Reception has particular responsibility for services such as public access to computers, the café, the gym, complimentary therapies and HIV and STI testing.

**Purpose** **of the role**

To provide friendly and informative access for people to all the services provided by Positive East. It also operates as a sign posting role, providing vital support to staff and service users.

***Tasks and activities***

**Welcome**

* Be the welcoming face of Positive East for people coming into the building.
* Answer all incoming reception calls.
* Provide basic information and signposting
* Direct calls to the appropriate staff as necessary.
* Record and email messages for staff who are unavailable.
* Ensure all visitors feel comfortable while they wait for the member of staff.
* Support visitors to access resources at the Charity (leaflets, condoms and lubricant)
* Inform staff of their visitor’s arrival.

**Day to day**

* Start up reception computers.
* Check email messages.
* Check answer machine messages.
* Record post and all deliveries in post book.
* Notify staff of any post or deliveries.
* Check sign in sheets are updated and have correct date.
* Check handover diary for any notes from previous reception shift.
* Update staff whereabouts sheets.
* Record any Gym induction requests.
* Sign Gym users in.
* Ensure all visitors, staff and volunteers sign in.
* Respond to sexual health queries.
* Attend all relevant training including role induction, building induction, prevention and testing awareness, basic IT and first aid.
* Attend one to one check-ins with supervisor.
* Familiarise yourself with Volunteer Handbook.

**Expectation**

**Location**

Office based at Positive East Stepney Green

**Time commitment**

Reception runs on a weekly rota with shifts broken down into morning and afternoons.

Morning Shift 10.00am – 1.30pm

Afternoon Shift 1.30pm – 5.00pm

You will be expected to commit to at least **two** shifts per week. We ask for a commitment of a **minimum of 6 months**.

**General Requirements**

Adhere to Positive East’s Confidentiality Policy including all contact information and records must be held with Positive East and not on any personal computers or drives.

Adhere to Positive East policies on Equalities & Diversity and Health and Safety.

Have all of your COVID vaccinations.

We will offer training to support people in being able to undertake the Reception volunteer role. We do have some minimum requirements and these are detailed below:

| **Requirement** | **Essential** |
| --- | --- |
| Enjoy talking and actively listening to people including talking to people on the telephone  | X |
| Confident in speaking and writing English | X |
| Ability to show empathy to people and be non-judgemental | X |
| Ability to record information clearly and accurately | X |
| Understand, respect, and maintain confidentiality  | X |
| Understand and work within appropriate boundaries | X |
| Adherence to Positive East’s confidentiality policy | X |
| Adherence to Positive East’s equalities and diversity policy | X |

Maria Kubler & Mark Santos

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