



FLOAT • Information & Advice • Face-to-face

ACHIEVE
with NERAF

Role Title	ACHIEVE with NERAF Volunteer – Reception
Purpose of Role	<ul style="list-style-type: none"> • To provide support and assistance to the Admin/Reception as required • Assist with keeping the Reception Area clean and tidy ensuring posters and display information is current • Accompany visitors, staff and clients to their destination within the building • Act as an Ambassador for ACHIEVE with NERAF
Main activities and tasks	<ul style="list-style-type: none"> • Assist with answering phones • Taking clients details • Taking messages when staff are unavailable • Observe all Health & Safety Regulations & Protocols • Giving general information about NERAF Services • Photocopying and Filing • Assisting with routine office tasks as necessary • Promote ACHIEVE with NERAF • Maintenance of a clean and tidy environment • Engage with the clients in a positive and supportive manner • Complete and maintain all records and documentation • Observe and maintain all aspects of confidentiality • Provide a warm welcome and friendly, helpful attitude • Support and uphold the principles contained in the Equality & Diversity Policy • Attend supervision and appropriate internal and external training courses relevant to the role • Inform staff at least a week in advance of planned/authorised absence • Check room bookings for 1-2-1 and training room

<p>Quality, skills and experience required</p>	<p>Essential:</p> <ul style="list-style-type: none"> • Reliability • Ability to communicate with clients, other professionals and organisations in a competent and confident manner • A basic knowledge/understanding of Substance Misuse Issues • Good Interpersonal Skills • Discretion and confidentiality • Listening Skills • Resilience • Non-Judgemental <p>Desirable:</p> <ul style="list-style-type: none"> • Previous experience of voluntary work • Good sense of humour • Good organisational skills • A basic knowledge of ICT • Previous Reception experience
<p>Training provision</p>	<ul style="list-style-type: none"> • Comprehensive Induction • Safeguarding • Relevant internal and external training as required for the role • Equal Ops training
<p>Location</p>	<p>North East England</p>
<p>Quality Assurance</p>	<p>ACHIEVE with NERAF aim to offer a quality service at all times and are committed to promoting continual improvement throughout all services delivered.</p>
<p>Expenses</p>	<ul style="list-style-type: none"> • Volunteers will be paid the cost of their journey from home to centre/project, either bus fares or rates per mile as appropriate. • If volunteers work over an agreed amount of hours they may be able to claim a set amount towards Lunch • Any costs incurred while performing duties
<p>Supervisor/Point of Contact</p>	<ul style="list-style-type: none"> • Volunteer Co-ordinator • Base Manager • Director
<p>Support and supervision</p>	<p>Regular and ongoing support and supervision will be provided to motivate and support Volunteers to enhance their role and to assist them to deliver quality services, enabling them to make a continuing and effective contribution to the success of the organisation and to their own continuing personal development</p>

