

LEICESTERSHIRE AIDS SUPPORT SERVICES

Volunteer Task Description

Reception Volunteer

Role

To provide reception cover for the Michael Wood Centre and basic administrative support for LASS.

Responsibility & Accountability

Reports to the Company Administrator

Tasks

- Provide LASS visitors with appropriate support.
- Help callers or visitors and make a referral to the appropriate member of staff.
- Ensure that the reception area is kept tidy and the information on display in reception is current.
- Answer telephone calls, put calls through to appropriate staff and take messages for staff who are not available.
- Take and record details by phone for requests for general information, HIV testing, room bookings, and training.
- Carry out photocopying and other basic administrative duties.
- Stamp and sort in coming and out going mail, including bulk mail outs as required.
- Take outgoing post to the post box or post office if required
- Monitor and report on stationery stocks.
- Monitor and report on condom and lubrication stocks.
- Provide reception support for staff and volunteers working in the community
- Ensure downstairs rooms are tidy
- Carry out fire and emergency evacuation procedures for people on the ground floor and take out visitor information from reception.
- Complete reception handover book

Skills & Experience Desirable

Training and support meetings will be provided to support volunteers in their role, however we expect the following:

- A commitment to and understanding of a high level of confidentiality in this work.
- Polite telephone manner.
- Ability to communicate effectively and appropriately with people from a variety of backgrounds.
- Ability to take and relay messages.
- A working knowledge of HIV & AIDS
- Understanding of Microsoft office equivalent to E.C.D.L. or RSA C.L.A.I.T. levels 2.