



Reception volunteer role

River House has been making life better for people with HIV since 1988. Our main focus is on supporting people as they grow into older age, particularly with key issues such as isolation, loneliness, poverty, home and housing.

Activities and Tasks of this role:

- This role is all about providing a friendly and professional welcome when members or other people come to or phone the River House building.
- See task list attached.

Skills we are looking for:

- Empathy and friendly social skills
- Good phone manner
- Reliability and patience
- Trust-worthy and an understanding of confidentiality

Time Commitment:

- Five hours per week (10am – 3pm) over at least one session.
- Duration – at least 6 months please.

Expenses:

- We reimburse reasonable travel expenses against receipts. A copy of our policy will be provided as part of your induction.
- Lunch will be provided free-of-charge.

Benefits for you:

- Training opportunities (see below).
- Become part of a small, close knit charity that really makes a difference to our member's lives.
- Engagement with your wider community – plus we are a very diverse little organisation.
- Get extra experience for your CV (if that's what you're looking for)

Training & Support:

- Basic First Aid training (not mandatory).
- Additional ad-hoc opportunities.
- Regular, appropriate management support and supervision.

Disclosure & Barring Scheme (DBS)

- Not required for this role.

Task list

- Answering phone
- Transferring calls
- Taking messages
- Answering door
- Ensuring members and visitors sign in the day-book
- Making sure that people calling in are dealt with and looked after
- Checking the toilets for loo roll, hand towels and soap first thing in the morning
- Checking answer-phone, writing the messages, and then deleting
- Mondays only – text reminders to the week’s therapy appointments
- Selling lunch tickets to members