



Front of House 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 safe, friendly and professional welcome when members come to the River House building for lunch.
- See task list attached.

Skills we are looking for:

- Empathy and friendly social skills
- Understanding of basic health and safety in context of COVID-19
- Good phone manner
- Good standard of spoken English
- Reliability and patience
- Trust-worthy and an understanding of confidentiality

Time Commitment:

- Four hours per week (11am – 3pm – current days are Monday, Tuesdays & Fridays).
- 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)

First draft created: 28/10/20

Second draft 26/3/21

- Not required for this role.

Task list

- Check hand sanitiser unit on arrival
- Check the toilets for loo roll, hand towels and soap on arrival
- Answering phone and taking messages
- Answering door
- Ensure all visitors use hand sanitiser before entering building
- Take and record temperatures of all visitors – anyone too cold should wait a couple of minutes and then be checked again. Anyone too hot should be asked to wait outside and then checked again in 5 minutes
- Check off lunch attendees against list – any other visitors should be asked to wait outside until a staff member can attend to them
- Clean reception area on arrival and during your shift (particularly areas that visitors may touch)
- Clean toilet hot-spots (door handle, flush, tap etc) when possible
- Take payments from lunch attendees (initially cash, then switching to card machine)