

ROLE TITLE: Reception Volunteer

LOCATION(S): CICC

AGE LIMIT: 16+

SCHEDULE: 3 hours per week, weekdays

ROLE DESCRIPTION:

Are you a reliable, friendly, tech-savvy individual with excellent communication skills?

Caudwell Children are looking for friendly and professional volunteers to help man reception in our state of the art children's centre on Keele University campus.

Our Service Delivery Department is responsible for ensuring the beneficiaries of the charity receive high quality services. **We offer services to children and support to families, including:**

- Advice and signposting to local services (available to individuals anywhere in the UK),
- We accept applications for and (subject to a set of financial criteria) will contribute funding towards some specific therapies, provision of resources such as specialist wheelchairs, car seats, tricycles, sensory stimulating equipment and sports equipment
- We have specialist autism services and accept referrals to assess and diagnose autism in 4 to 11 year olds and provide information, workshops and advice to families with a child with autism
- We have an employment service for autistic young people up to age 25 years to support the transition into the digital skills workforce.

As a reception volunteer, roles and responsibilities may include:

- Communication with families and other organisations via telephone and email
- Meeting and greeting visitors (including visitor sign in)
- Providing practical and emotional support to children and their families across the country
- Processing and completing applications for specialist equipment, therapies and treatment
- Data inputting onto our metro system
- Providing an information and signposting service
- Answering telephone/email enquiries
- Monitoring our online chat service ensuring families receive the support that they need

PERSON SPECIFICATION:

Essential Criteria:

- Good standard of written and verbal communication
- Attention to detail
- Computer literate
- Friendly and approachable

- Ability to extract meaningful information from a source and communicate effectively
- Good telephone manner

Desirable Criteria

- Previous experience of working/volunteering in a charity or third sector organisation
- Understanding of a CQC regulated service