**OPEN ADULT COUNSELLING SERVICE (OACS)**

**VOLENTEER RECEPTIONIST – ROLE DESCRIPTION**

All applicants are subject to DBS and Reference checks.

As a Volunteer Receptionist, you will be the first point of contact for all clients and visitors who have pre-booked appointments at our offices which are open for business Mon - Thursday evenings from 6pm – 9pm.

All counselling sessions are held at Benfleet Methodist Church, High Road, Benfleet. SS7 5LH

**Receptionists** are required to volunteer a minimum of two/three evenings a month (planned leave/holidays are supported and accommodated within the team).

It's a great way to develop your skills and use your experience to help support people in your local area. You will work with other members of the receptionist team, motivated professional counsellors, learn about our work and gain a unique insight into the not-for-profit charity.

Volunteering is a great way to gain valuable skills and help support your local community. It is also a good introduction for those who may be considering studying to become a qualified counsellor.

**About OACS**

OACS is a voluntary, independent non-profit making registered charity fully staffed by volunteers.

All the counsellors are qualified and offer one-to-one professional therapeutic counselling working within the British Association for Counselling and Psychotherapy ethical framework.

Every individual member of the OACS team is integral to the delivery of the high-quality service we aim to deliver to our clients and this is reinforced by the positive reputation OACS has built during the years since our current service was founded in 2010.

**Personal Attributes for Receptionist Role**

- A warm, calm and approachable manner
- Willing to undertake in-house training in respect of the role
- Hold a positive approach to supporting the organization and volunteering

**General Duties and Tasks**

- Setting up the reception area and counselling rooms prior to counsellor and client arrivals at 6pm
- Welcoming the clients to the Centre in a friendly, polite and discreet manner
- Registering client attendance and informing counsellor
- Offering refreshments to clients & counsellors
- Supporting with the appointments process
- Answering telephone, taking and passing on messages
- Keeping the reception area tidy
- Taking payments from clients using electronic payment machine and/or cash record system
- Booking new appointments via the on-line diary system
- Completing the end of evening packing away and locking up procedure with a colleague.