

Volunteer Role Description

Role Title	Volunteer Family Support Receptionist
Department	Family Centre Service
Location	Broxbourne/East Herts/Welwyn Hatfield - Various
Hours	Various – minimum of 2 hours per week
Main Tasks / Responsibilities / Activities	<p>To provide administrative reception support for the Family Support Service:</p> <ul style="list-style-type: none"> • This may include data entry and record keeping, composing letters, post, answering the telephone. • Use the specialist children & families’ database for data entry within specified timescales. • Producing, distributing and displaying marketing materials across sites. • Producing & distributing information across sites and for local partners. • Develop an understanding of the Service developments keeping staff and partners up to date. • Attending meetings and taking minutes as delegated • Undertake front of house responsibilities, providing a welcoming service at all times. • Maintain discretion and confidentiality to all service users • Assisting in organising team meetings and events. • Other tasks as requested by the Volunteer Champion.
Skills / Abilities / Experience / Qualities	<ul style="list-style-type: none"> • Knowledge & Experience of administration • Be of a friendly, welcoming and cheerful disposition • Passion for working with children & families • Good communication skills in English; in person & over the phone. • Reliable & punctual • Organised and responsible • Be a good team player, with a willingness to get stuck in. • Be proactive & under your own initiative. • Competent with IT systems and software. • Non-judgemental and understanding of the diverse needs of children and their families. • Able to maintain complete discretion in handling confidential information. • Respect the Christian ethos of the YMCA & uphold its values



Training / Support	<ul style="list-style-type: none">• A full induction to the Family Support Service and specific sites will be provided.• Required to complete the following online training: Safeguarding Children & Young People; Safeguarding Adults; Fire awareness; Equality & Diversity; GDPR Essentials; Cyber Security; Manual Handling; Breast Feeding support - Level 1.• Plus a menu of optional training linked the role will be made available• Ongoing support with regular 1:1 meeting with the Volunteer Champion.• Opportunity to attend team meetings and events• Required to complete a monthly Hours record Form• To understand and implement relevant YMCA Policies & procedures
Additional Information	<ul style="list-style-type: none">• Undergo enhanced DBS check• X2 References required• Undertake additional training as and when required• Will my expenses be paid? We offer to pay volunteers' "out of pocket" expenses within agreed guidelines.

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YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

SUPPORT & ADVICE

ACCOMMODATION

FAMILY WORK

HEALTH & WELLBEING

TRAINING & EDUCATION