



VOLUNTEER ROLE DESCRIPTION

Post: Volunteer Administration/Reception Worker

Responsible to: Office Administrator / Team Leader and the staff-team via line management structure.

Main Duties & Responsibilities

- To cover and support OUTLOOK's Administration Worker.
- To ensure Counselling Placement Application Packs are up-to-date.
- To ensure Volunteer Application Packs are up-to-date.
- To liaise with the Staff Team.
- Promote the project within Manchester.
- Network and liaise with other agencies based in Manchester.
- Identify potential activities for the project.
- Support service users attending sessions/activities as agreed at Induction.
- Represent OUTLOOK in a professional manner.
- Attend supervision sessions.
- Identify personal training needs.
- Provide office/reception/duty office cover when required.
- **Ensure that all information** i.e. referrals, attendance register, diary, contact sheets and any other paperwork is recorded in a professional manner at **all** times.
- Attend morning handover not later than 9.30 on your agreed sessions.
- As a **primary priority** the OUTLOOK Service Log **must** be read at the beginning of each agreed shift.
- Responsible for ensuring administrator/reception duty log completed and signed both morning and evening and handed to administrator on a daily basis.
- Responsible for keeping all public spaces clean and tidy at all times.
- Ensure tea, coffee, cups etc always stocked up.
- To perform other tasks commensurate with the volunteer role at the request of the Administrator.



Essential attributes and experience

- The ability to work in a small team.
- The ability to work alone.
- A willingness to learn new skills.
- Good communication skills.
- The ability to engage with a wide range of individuals.
- The ability to prioritize tasks and manage time efficiently.
- An understanding of how substance misuse affects people, their health relationships and the wider community
- An understanding of confidentiality and boundaries
- Commitment to the promotion of OUTLOOK
- Commitment to equal opportunities and anti-oppressive practice

Desirable attributes and skills

- Administrative/IT skills.
- Knowledge of the local community.
- Willingness to attend training, conferences, workshops and seminars.
- Monitoring and evaluation skills.
- Good organisational skills.
- To perform other tasks relevant to the role of Volunteer Administrator.
- The ability to provide office/reception support to a busy team.
- The ability to follow written and verbal instructions.

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