



Moor Allerton Elderly Care

Volunteer Role: **Volunteer Receptionist**

Responsible/Accountable to: Volunteer Coordinator/ Project Manager/Chair of the Management Committee

Responsible for/main tasks:

Ensure a welcoming and responsive reception for all visitors to Number 57,
And record their details on the daily sheets.

Support the staff to enable them to prioritise their efforts as effectively as possible.

Assist in promoting safe and appropriate use of the building.

Receive and transfer telephone calls, as required.

Inform the relevant staff member of the arrival of visiting professionals.

Serve refreshments for meetings, as required.

Assist with routine administrative tasks or special projects by agreement with staff.

Gradually acquire knowledge about the work of other local agencies in order to improve effectiveness of your "information work".

Listen to MAECare members to ascertain their needs, and then to respond appropriately by progressing one or more of the following actions:

Provide information and leaflets or contact details so that the member can begin to address his/her own problem.

Pass on details of the problem to the appropriate member of staff, either straight away in person or by means of a written memo.

Record details of the person and the problem for attention at a later date to address his/her own problem.

To complete Induction Training under the direction of the Project Manager or the Volunteer Co-ordinator.