

Volunteer Role - reception and administration support

We would love to have some reception and administration support at our Solace office in Leeds (Manor house, 1 Manor Street, Leeds LS7 1PZ). We are a wellbeing and mental health service for asylum seekers and refugees (registered charity 1104507). We support people on the phone, on Zoom, and face to face at our office on Manor Street in Leeds.

Times

Ideal sessions would be 9.30am – 12.00pm Monday to Friday. If you could offer 1 or 2 of these sessions then we would love to hear from you.

Skills we need volunteers to bring

As this role involves communicating clearly with people who have English as a second language, we ask that you have a good level of English yourself, although it does not need to be your first language. (In fact other languages are a benefit!)

A key skill is to be able to offer a warm welcome to visitors.

We are keen for you to have some experience of computing – we use Microsoft Office programmes. Whilst some training can be provided, we do need you to have a basic level of skill in this area so that you will be able to support the administration staff.

It is not essential for volunteers to have experience of the asylum system, but we welcome interest from those who do.



What we can offer you

You will be able to meet many people. The Solace team are friendly and welcoming. We offer a safe space to develop your skills in reception and administration and experience of being in an office environment.

As many of our practitioners work remotely, the office has some quiet times and times when there are a few people coming and going, but we rarely get too busy.

You won't work by yourself, there will always be a member of the team to answer your questions and make you a cup of tea!

We will reimburse you for expenses incurred travelling to the office – there is more information available on this. If your volunteering time goes over 4 hours, we will provide refreshment expenses too.

How to apply

Please email our Operations Manager, Ruth. ruth@solace-uk.org.uk to request an application form.

Or you can call us on Wednesday or Thursday on 01138246796, ask for Ruth if you have any questions or want an informal chat.

Please see below for a role description



Role Description – Volunteer Reception and Administration

Reception

As a volunteer at Solace at the reception desk, your priority is to help our clients feel welcome and supported. When clients arrive at the office, call on the phone or email, then you will be the first person who is able to help them to feel comfortable and at home with Solace. We ask you to play a big part in creating a caring and safe space for people using Solace's service.

This welcome should extend to others – referrers and representatives from other organisations.

As well as welcoming people, we ask that any team member working at reception keep the area clean and tidy, safe and professional.

Phones

We will ask you to be responsible for answering the Solace phones and door during certain times. We ask that you are kind, professional and supportive in all your communications.

You may need to record and pass on messages and enquiries accurately.

Reminders

Due to the stress related memory difficulties of many of our clients, Solace offers a unique support service where we text each client with the details of their appointments the day before. We then follow that up with a phone call on the morning of their appointment. Detail and accuracy is very important. After training, we may ask you to help with the reminder service.

Petty cash

In order to support clients arriving for their appointment, some are eligible for reimbursement of their travel fare. This involves particular diplomacy and sensitivity to manage requests for the payment. In addition it is important that all cash is accurately recorded and allocated to a project for accountancy purposes. You will need to have attention to detail and complete tracking forms and manage cash carefully and correctly.

Database

After some training we may ask you to use reports, and/or maintain records on our database CiviCRM. This is a private platform that securely stores all our client information. You will need to read and understand all of the confidentiality implications before you are able to access the database, and you will receive training on how to log in, and make updates to the records. Detail and accuracy is very important.

