

JOB DESCRIPTION & PERSON SPECIFICATION

JOB DESCRIPTION

Post:	Volunteer Front of House
Responsible to:	Social Inclusion Coordinator
Line Management of:	None
Hours:	10.30am-4.30pm - Wednesday
Location:	East Oxford
Enhanced DBS check is required for this role	
Purpose of Post	
The post holder will be responsible for providing a welcoming and safe reception for our clients and visitors, including being the initial point of contact over the phone.	
Key Responsibilities	
<ul style="list-style-type: none"> • Provide a welcoming, consistent and safe reception. • Answer the telephone and email inboxes are answered and queries dealt with in a timely way. • Provide first line support (triage) to those who need it. • Ensure all forms are available, including hardship, bursary and referral etc. • Provide support for clients to complete forms. • Ensure excellent data housekeeping by asking Clients on arrival to confirm their details are still correct as entered on the database. Noting date of verification. • Ensure the team are updated with relevant information to enable them to support our clients appropriately. • Support the lead colleagues with the recruitment and management of front-of-house volunteers and the area is kept clean, tidy with up-to-date literature. • Ensure the RR offices are tidy, free of clutter • Maintain a basic knowledge and understanding of issues affecting refugees and asylum-seekers, and of mental health issues; • To adhere to the organisation's data protection, confidentiality, health and safety, and safeguarding children and vulnerable adults' policies. • To undertake any other duties as may be required from time to time, which are commensurate with the nature of the post and as requested by the Management Team. 	
What we will do to support this role	
<p>We will provide the following resources to assist in the successful achievement of the responsibilities outlined above:</p> <ul style="list-style-type: none"> • On-going and targeted learning and development that will support and enable you to deliver the role to a high standard • A full induction 	
Our Values	
<p>We believe in working compassionately & holistically with refugees & vulnerable migrants to help relieve mental and emotional distress, enable them to rebuild their lives & integrate successfully into their new communities.</p> <p>Values: Compassion and empathy; Inclusiveness (client-centred); Flexibility and responsiveness; Non-judgemental and non-condemnatory; Recognition of the intrinsic value of all individuals.</p>	
Review Arrangements	
<p>This job description reflects the content of the job at the date it was prepared. However, it is inevitable that over time, the nature of the job may change. Existing duties may no longer be required, and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Where required, Refugee Resource reserves the right to amend this job description as necessary, to reflect any changes to the job.</p>	