

Volunteer Role Description - Receptionist

About Cancer Support Scotland

Cancer Support Scotland first began 40 years ago, in the cosy living room of Sir Kenneth Calman. Now in our home amidst the leafy grounds of Gartnavel Hospital, we've worked hard to make sure things don't feel a whole lot different. The Calman Centre was created as a safe space, helping everyone we support to feel at ease and in control. Where better then, than in a giant living room – where family and friends are welcome and the kettle is always on.

Cancer Support Scotland provides emotional and practical support to those affected by cancer. Offering counselling, complementary therapy, stress management and podiatry through one-to-one and group based methods.

About the Role

The aim of this role is to assist our Service and Operations Administrator on the front desk ensuring that anyone looking for support, information or access to our services can do so. Part of this role is also to ensure anyone visiting our centre is made to feel as welcome as possible.

What impact will I make?

We strive to offer a safe place people can escape from the many stresses cancer can cause. As a volunteer receptionist you will be the initial voice over the phone or the first face seen through the door and will offer a friendly and welcoming introduction to the Calman Cancer Support Centre. You will put clients at ease and make them feel relaxed and comfortable while visiting the centre or phoning with an enquiry.

What are the benefits of volunteering?

There are many benefits to volunteering and these can vary for each individual. Some of the main benefits are:

- Learning or developing skills to add to your CV.
- Meeting new people and having fun.
- Helping to make a real difference to people affected by cancer.
- Becoming more connected in your local community.
- Improved health and wellbeing.

What ongoing support and training will I receive?

It's important to us that you feel happy, safe and confident in your role. You will receive a full induction to Cancer Support Scotland including a tour of the centre, information about the history of the charity, and a cancer awareness induction. You will also receive full training on how our reception area operates. Once you start you will be supported by our Service and Operations Administrator and Volunteer Coordinator. You will have the opportunity to meet with your volunteer supervisor on a one to one basis to discuss your role and if you feel you need any further training.

What are the main tasks I will be involved with?

There are various tasks you can get involved with as part of this role including:

- Offering a warm and friendly welcome to anyone visiting the Calman Cancer Support Centre.
- Showing people around the centre letting them know the history of the charity and building as well as providing information on other services available.
- Offering refreshments to anyone dropping in or waiting on an appointment.
- Answering the telephone in a polite and professional manner, providing clear information or redirecting calls as required.
- Using our booking system to make, change or cancel client appointments for our services.
- Making outgoing calls to remind people of appointments and arrange new appointments.
- Ensuring anyone who is new to the service completes the necessary paperwork and receives an introduction to the centre and Cancer Support Scotland.

Due to the nature of this role there may be times where you find yourself having difficult conversations with people who use our service either face to face or over the telephone. Full training will be provided to equip you with how to manage these conversations and support will also be available to you during your shift volunteering with us.

What are the key skills required?

- Ability to enthusiastically represent Cancer Support Scotland
- Polite and professional telephone manner
- Experience using computers
- Confident and able to multi-task
- Good oral and written communication skills
- Friendly and approachable

Additional Information

Full expenses paid to and from the centre. Bus and train tickets fully reimbursed (keeping all receipts) and 45p per mile is paid if using car. There is a small car park available which can be very busy at times and we try to keep it for the service users only

Next Steps

If you are interested in applying for this role please contact our Volunteer Coordinator on volunteer@cancersupportscotland.org or 0141 337 8199 for an application pack.