



Aims of the Health & Wellbeing Centres:

1. To develop and provide supportive day opportunities and a wide range of stimulating activities for adults who have a variety of physical and mental abilities; in partnership to meet the needs of each person.
2. To enable and support adults to continue living at home, as part of a care package.
3. To promote independence, self-confidence, personal competence, self-esteem, self-reliance and equality of opportunity.
4. To support the carers of the customers who attend the Centre.

Aim of volunteering role: to work in Health and Wellbeing Centres to provide reception support to staff managing the day to day service

The objective of the volunteering role is to: provide useful work experience in a reception role for someone at the start of their career, or looking to return to receptionist work after a period spent not working.

Depending on an individual volunteer's skills, tasks include:

1. Greet visitors and direct them to the correct location or person
2. Ensure visitors sign in and use the visitors book
3. Provide information and answer basic queries about the service
4. Answer the telephone, take messages and transfer phone calls
5. Provide refreshments as necessary
6. Keep the reception area tidy including notice boards / reference material in reception area.
7. Update computer spread sheets and word documents such as letters and reports that are not confidential
8. Deal with incoming and outgoing post
9. Maintain stationery supplies
10. Filing papers as required
11. Use office equipment such as printers, photocopiers ,shredders and fax machines
12. Updating office diary

Time:

The Centre can offer placements in order to provide an individual with meaningful experience. The hours may be arranged from Monday to Friday between the hours of 9am and 4:30pm, however it is up to the individual volunteer to decide how much time they would like to commit in total. Hours of volunteering will be arranged with the supervisor prior to the work experience starting. A minimum commitment of one session per week is preferred.

Place of Volunteering:

Volunteer Supervisor:

Health and Wellbeing Coordinator

Qualities required:

1. Confident and friendly personality
2. Smart appearance
3. Empathy for working with disabled people

Skills required:

We recognise that individuals may need support in order to develop these skills in order to perform the tasks.

1. The ability to work as part of a team
2. Good spoken and written communications
3. Good organisational skills
4. Basic IT skills such as MS Word
5. The ability to follow and apply safety and security procedures
6. The ability to use office equipment such as telephone system, fax machine and photocopier.

References:

References from TWO people who have known you for two years or more are required for all volunteers.

Benefits offered:

1. On the job training where necessary
2. Travelling costs and a free meal if working over the lunch period
3. Full insurance cover
4. Help with writing C.Vs and completing application forms
5. Provision of references for future employment

Health and Safety:

You have specific responsibilities under Health & Safety legislation to ensure that you:

- Take reasonable care for your own health and safety, and that of others affected by what you do, or do not do.
- Cooperate on all issues involving health and safety.
- Use work items provided for you correctly, in accordance with training and instructions.
- Do not interfere with or misuse anything provided for your health, safety or welfare.
- Report any health and safety concerns to the Volunteer Coordinator as soon as practicable or any member of staff if your supervisor is not available.
- You are required to sign a confidentiality agreement prior to taking up your volunteering role with Oxfordshire County Council.