



## Volunteer Role Description

Brief Department Description: The accommodation team provide support to residents in four hostels across our service areas with over 400 rooms, empowering residents with gaining self-confidence and the skills needed to live independently.

Role Title	Volunteer Administrator/Receptionist
Department	Housing
Location	High Wycombe (Crest Road Hostel)
Hours	2 to 4 hours per week (can be worked flexibly)
Main Tasks / Responsibilities / Activities  (client, service users, public, team or lone working ? )	<ul style="list-style-type: none"> <li>• Playing a key role in supporting the service, ensuring all communication between staff, service users, and partner agencies runs smoothly</li> <li>• Answering calls and directing enquires over the telephone or face to face with residents or external agencies at our designated reception area</li> <li>• Signposting residents/other external partners accordingly and answering general queries</li> <li>• Supporting the staff team with various administrative duties including booking or changing appointments, drafting letters and document templates</li> <li>• Data entry, including uploading information to the internal client database</li> <li>• General duties such as photocopying, filing and scanning</li> </ul>
Skills / Abilities / Experience / Qualities  (computer literate, telephone, listening skills, driver ?)	<ul style="list-style-type: none"> <li>• Self-motivated, reliable, punctual and organised</li> <li>• Be of a friendly, welcoming and cheerful disposition</li> <li>• Sensitivity and courage to work with distressed or anxious people</li> <li>• Good communication skills</li> <li>• A willingness to learn new things and get stuck in</li> <li>• Proficient in the use of computers including Microsoft Office Packages i.e. Word, Excel, PowerPoint</li> <li>• Respect the Christian ethos of the YMCA and uphold its values</li> </ul>
Training / Support  (induction, training, safeguarding, expenses, regular supervision, feedback, frequency of 1:2:1 support ?)	<ul style="list-style-type: none"> <li>• A full induction to the service and specific site will be provided</li> <li>• A menu of optional training will be made available</li> <li>• Online training: Safeguarding (adults &amp; young people), Health &amp; Safety, GDPR, Equality &amp; Diversity</li> <li>• Ongoing support and regular 1:1 meetings with your line-manager</li> <li>• Team meetings and social events</li> <li>• Mileage and expenses may be payable</li> </ul>

YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.



Additional Information  (DBS, policies, language, medical check, provide own equipment ?)	<ul style="list-style-type: none"><li>• You will undergo a DBS check as the role involves adults at risk</li><li>• Two references may be undertaken prior to start</li></ul>

If you are interested in this role, please contact Sanna Ahsan (Volunteer Lead): [volunteering@oneymca.org](mailto:volunteering@oneymca.org)

Full details of all our volunteering opportunities can be found on our website: <https://oneymca.org/>