



## CHAT reception volunteer

### Overview of role:

CHAT puts our clients at the centre of everything we do and having a welcoming reception area is key to helping our clients engage with the support we can offer.

We understand that sometimes situations change but we ask for a minimum commitment of half a day a week for this role in order to be familiar with our clients and the processes and procedures.

### Summary of duties:

- To provide warm welcome to our clients and other visitors in our Tiverton office.
- Offering hospitality.
- Various tasks to assist with the client work – scanning, photocopying, processing incoming post etc.
- Assisting with foodbank collections
- Receiving donations
- Attending training and team meetings as required

### Skills, experiences and qualities required:

- Good listening, communication and interpersonal skills.
- Able to work with others as part of a team.
- The ability to treat clients in a non- judgmental way.
- Good command of the English language.
- Acceptance and understanding of the Christian ethos of the organisation is essential (but you do not have to be a person of Christian faith)

CHAT started as a volunteer organisation and as a volunteer with CHAT you will be a valued part of the team.

- We offer the chance to be part of a team (consisting of paid staff and volunteers)
- You will have the opportunity to feed into our vision – your ideas and input will be valued.
- This role can be good work experience or a chance to learn a new skill after working in another environment
- All expenses are covered
- Full induction and is provided
- We plan social events and work in a supportive environment

### Application process

- Complete the expression of interest form <https://chatmid.org/volunteering-with-chat-1/>
- CHAT will contact you for an initial discussion and go through this role description in more detail – do ask more questions
- A further form with more information, including references, is completed.
- We will meet you in for an informal interview and if CHAT and you feel this role is right for you training and induction will begin.

## Policy statements

We recognise the contribution that ex-offenders can make as employees and volunteers and welcome applications from them. A person's criminal record will not, in itself, debar that person from being appointed to this post. Any information given will be treated in the strictest confidence. Suitable applicants will not be refused posts because of offences which are not relevant to, and do not place them at or make them a risk in, the role for which they are applying.

This post is exempt from the Rehabilitation of Offenders Act 1974 and therefore applicants are required to declare any cautions, convictions, reprimands and final warnings that are not protected (i.e. that are not filtered out) as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013).

For further information on filtering please refer to Nacro guidance and the DBS website.

CHAT is committed to valuing diversity and promoting equality. Our policy is to strive to ensure that no job applicant, employee or volunteer receives less favourable treatment than another on grounds of age, disability, ethnic origin, marital or parental status, political belief, religion, gender or sexual orientation.