

Information Sheet

Volunteer Receptionist

What is the PF Counselling Service?

The PF Counselling Service is the only independent counselling organisation in Edinburgh that provides therapy to individuals over 18 years of age, whatever their issue or financial circumstances. Our clients face a wide range of difficulties such as bereavement, loss, anxiety, depression, stress or relationship problems. We have over 60 volunteer counsellors from ten different counselling disciplines. We also have 10 volunteer receptionists and three paid members of staff. The PF Counselling Service is a registered Scottish Charity and has received accreditation by the Confederation of Scottish Counselling Agencies (COSCA).

Who are we looking for?

We are looking for volunteer receptionists to work within our reception area. As the volunteer receptionist is often the first point of contact with our clients, you will need to have a calm and welcoming manner and good communication skills. Receptionists also need to update appointments on a computer, so basic computing skills are essential.

What do receptionists do?

Volunteer receptionists are expected to handle enquiries from members of the public; undertake administrative/computing tasks, and be able to work as part of a team.

The main tasks involved are:

- welcoming of clients
- answering the telephone
- handling enquiries about the counselling service
- maintaining an appointments system
- recording client contributions
- tidying waiting room area
- administrative tasks e.g. addressing envelopes
- being responsible for locking up the PF premises (evenings only)

All volunteers undergo hands-on training under supervision until ready to 'go it alone'. During the induction and training we will focus on telephone and administrative skills. Reasonable travel expenses will be paid on request.

When are receptionists needed?

The PF Counselling Service is open Monday – Thursday from 9am – 9pm and on Friday mornings from 9am – 2pm. Volunteer receptionists are generally asked to cover one 3-hour slot each week. The slots are:

- ✓ Mornings: 9am – 12.15pm
- ✓ Lunch 12.15pm – 3.15pm
- ✓ Afternoons: 3.15pm – 6.15pm
- ✓ Evenings: 6.15pm – 9.15pm

We are pleased to hear from people who would be able to cover one slot on a regular weekly or fortnightly basis.

Hopefully this has answered all of the questions that you may have, but if not please do not hesitate to call the PF Counselling office, on 0131 447 0876.

If you are interested, please complete and return the application form to either address below:

Email: info@pfcounselling.org.uk

**PF Counselling Service
Volunteer Recruitment
Eric Liddell Centre
15 Morningside Road
Edinburgh
EH10 4DP**

Please note all applicants are asked to provide two referees and placement is subject to an Enhanced Disclosure Scotland check.