

Volunteer Receptionists

What is the PF Counselling Service?

The PF Counselling Service is the only independent counselling organisation in Edinburgh that provides longer-term therapy for 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 90 volunteer counsellors. We also have 17 volunteer receptionists, a finance volunteer, a website volunteer and four paid members of staff. The PF Counselling Service is a registered Scottish Charity and has received formal Recognition by COSCA (the professional body for Counselling & Psychotherapy in Scotland).

Who are we looking for?

We are looking for volunteer receptionists to work within our main office. You will have a good telephone manner, good administrative skills and reasonable knowledge and experience of using a computer. You will have a calm and sympathetic manner, as well as having a sense of humour. You should be comfortable with or have experience of supporting people from a broad range of backgrounds, have maturity and life skills. Experience of being part of a team is essential. This is an excellent opportunity for someone who has an interest in counselling and would like to see how a successful agency runs.

What do receptionists do?

Volunteer receptionists are expected to handle enquiries from members of the public, undertake basic administrative/computing tasks, and help out generally as required in a busy office. The ability to work as part of a team is essential.

The main tasks involved are:

- welcoming clients
- answering the telephone
- handling enquiries about the counselling service
- maintaining an appointments system
- recording client contributions
- ad hoc administrative tasks
- being responsible for locking up the PF premises (evenings only)

All volunteers undergo hands-on training under staff supervision. During the induction and training we will focus on telephone and administrative skills.

When are receptionists needed?

The PF Counselling Service is open Monday – Thursday from 9am – 9pm and on Friday from 9am – 5pm. Volunteer receptionists are generally asked to cover one approximate 3-hour slot each week. The slots are:

- ✓ Mornings: 9am – 12.15pm (Monday to Thursday)
- ✓ Lunch 12.15pm – 3.15pm (Monday to Thursday)
- ✓ Afternoons: 3.15pm – 6.15pm (Monday to Thursday)
- ✓ Evenings: 6.15pm – 9.15pm (Monday to Thursday)

Evening receptionists cover the office without a staff member present. They will receive full training and support alongside a staff member until they are ready to go it alone.

We are pleased to hear from people who would be able to cover one slot on a regular weekly basis, ideally offering a commitment of a *minimum* of 6 months.

Expenses: Reasonable travel expenses will be paid, at public transport rates, on request. Volunteers will be reimbursed weekly or monthly, as appropriate.

We welcome applications from previous clients of the PF after a period of 18 months.

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: aileen@pfcounselling.org.uk

**Post: Aileen Murray
PF Counselling Service
8 Balcarres Street
Edinburgh
EH10 5JB**

Please note all applicants are asked to provide two referees, and appointment as a Volunteer Receptionist is subject to a Basic Disclosure Scotland police check.