

Role Description

Volunteer Appointments and Reception Assistant

Location:	Helen Bamber Foundation office, Camden, Central London (Zone 1)
Responsible to:	Receptionist
Hours:	1-2 days per week (Thursday and Friday) – 9:00-17:30
Salary:	Expenses – Travel allowance up to £15 and up to £5 allowance for lunch per day

Who we are

The Helen Bamber Foundation (HBF) is a human rights charity with an international reputation for providing specialist care and support for asylum seekers and refugees who have suffered extreme human cruelty. Our clients have been subjected to atrocities including state-sponsored torture, religious / political persecution, human trafficking, forced labour, sexual exploitation, gender-based and honour-based violence. As a result of their experiences, our clients have multiple and complex needs including: acute psychological health conditions, severe physical injuries and medical conditions, extreme vulnerability to further exploitation, risk of further persecution, homelessness, destitution and social isolation. We work to meet the complex needs of our clients through our model of integrated care, which includes:

- Specialist psychological care, medical advisory services and physical rehabilitation therapies.
- Legal protection and medico-legal assessment and documentation.
- Safeguarding and prevention of social deprivation.
- Community integration through life, employment and creative skills.

Our 30 members of staff and 70 volunteers at HBF support some of the most marginalized people in our society to secure their needs and rebuild their lives. We amplify the impact of our work to benefit survivors more widely through advocating for policy change, research and dissemination of best practice.

Overview of the role

We are seeking an enthusiastic volunteer to assist with the administration of appointments as well as occasionally hosting our busy reception area and friendly waiting room. You will support the lead Appointments Administrator in her work, which requires high levels of organisation in order to balance booking interpreters, liaising with internal and external professionals as well as communicating with service users. Alongside this, the role will also involve occasional reception cover, for which you will be fully trained. This will consist of warmly welcoming clients and visiting professionals as well as other volunteers to the Helen Bamber Foundation, attending to any immediate needs they may have, assisting them with their queries and notifying clinicians and other staff of their arrival. You will also confidently receive telephone calls to the organisation, ensuring that enquiries are appropriately managed and fielded in a timely manner.

In this voluntary role, you will use your excellent interpersonal skills to support the work that our operations team performs in the everyday running of the organisation's services. You will be at the heart of an exciting team of experts, working as a representative of the Helen Bamber Foundation and often the first point of contact for our diverse range of clients and visitors. You will be a self-motivating team player, organised, efficient and have a compassionate mind-set.

Main duties and responsibilities

- Performing and assisting with tasks as delegated by the Appointments Administrator and the head Receptionist.
- Assisting in booking interpreters.
- Use the database on a daily basis to record appointments and changes.
- Maintain accurate records, ensuring that all administrative processes are kept up to date.
- Provide regular cover for reception during annual leave (maximum of half-days).
- Greet clients and ensure that their immediate needs are met.
- Assisting in ensuring the reception is well-presented.
- Answering the phone and responding to a wide range of enquiries.
- Maintain the shared Outlook calendar and co-ordinating room allocations, ensuring that office space is used appropriately and efficiently by team members.
- Occasional opportunities to assist other HBF teams, for example Housing and Welfare casework, legal casework, research team.

Person specification

- Excellent interpersonal and communication skills with a high standard of written and spoken English.
- Excellent telephone manner.
- Computer literate with experience of Microsoft packages.
- High attention to detail and accuracy.
- Punctual, reliable and self-motivated with a positive, 'can-do' attitude.
- Ability to deal sensitively and in a warm, friendly and appropriate manner with clients who have specific needs.
- Ability to multi-task and prioritise tasks within a time-pressured environment.
- A high level of discretion and confidentiality given the sensitivity of the information and nature of the work.
- Experience of working with refugees and asylum seekers or other groups of vulnerable people is desirable.
- Understanding of, and commitment to, the objectives of the Helen Bamber Foundation.

Please note that the successful candidate will be offered the role subject to suitable references and a DBS (CRB) check.

About being an HBF volunteer

Volunteers are important and valued members of the team at HBF and do much to help us deliver our model of integrated care. We are committed to supporting our volunteers, through supporting learning and development as well as providing opportunities to get the most out of their time with us.