

TILEHOUSE COUNSELLING

Reg Charity No 1089632

Office Cover Assistant

WHEN

This role operates Monday through to Thursday from 5-8pm. All our current volunteers do the full 3 hours at a time, but most only do one evening a week, or even fortnight.

RESPONSIBILITIES

Induction: The volunteer will be asked to 'shadow' an existing volunteer prior to commencement of the role.

General office and admin duties: The role involves being present in the general office while counselling is in progress, letting clients in via cctv entry-phone if they are early for appointments, and giving clients directions on the telephone if they are unable to find us. The role potentially involves making a call on behalf of a counsellor in the case of needing urgent help. This role may also undertake printing forms, collating new client packs and similar jobs if the volunteer wishes

Confidentiality: It is paramount that all staff, counsellors and volunteers adhere absolutely to the Centre's policy on confidentiality and respect the confidentiality of our clients at all times.

Policies and Guidelines: To be aware of Centre policies (specifically, the confidentiality policy - as above - and the Safeguarding policy available on our website) and guidelines and adhere to these at all times.

Expenses: The Centre will pay public transport costs or mileage at 45p per mile for travel to and from the centre, up to £10.00. This can be claimed monthly in arrears. You can choose to be reimbursed by cash, cheque or BACs payment. Payments will be made promptly on receipt of the required claim form.

Training: When funding permits, the centre holds training events, to which volunteers are invited, free of charge.

Skills required: This role would suit a calm, mindful person who is very discreet and who respects the confidentiality and sensitive nature of our work. This position would be ideal for someone who has quiet work of their own to do while being in the office, for example: reading, work on the computer, paperwork or knitting!