

## Role Description

Ref: N01

This role description has been designed to provide detailed information on a specific voluntary role at Crisis.



**Role:** Reception Volunteer  
**Dept/ Project:** Skylight Newcastle  
**Location:** Crisis Newcastle – 1 – 3 City House, Newcastle, NE1 2AF  
**Timings:** Various shifts from 09:00 – 21:00 available 7 days a week

### Department/ Project Information:

Crisis Skylight Newcastle opened in April 2007 based on the successful Crisis Skylight Centre in London. The new centre will deliver exciting learning opportunities to the homeless community in the form of free practical and creative workshops and structured learning courses.

Volunteers will play an integral part to the running of the centre alongside member of staff.

### Tasks & Responsibilities:

- Being the welcoming and enthusiastic face of our project
- Answering queries on reception
- Explaining activities and talking to members about new activities and developments
- Showing guests and members around the building
- Encouraging members to take part in the activities
- Interact with members who are mostly homeless

### Skills & Experience

- Good Customer Service Skills
- Enthusiastic and friendly
- Good telephone manner

### Support

- Informative and structured induction to the role and organisation
- Designated supervisor and monthly group/ one to one supervisions
- Ongoing on the job training and access to related training courses
- Travel expenses reimbursed. Lunch expenses reimbursed if volunteering more than 4 hours per day

### Recruitment Method:

Application Form > Interview > References

### Next Step

If you are interested in applying for this position, the next step is to complete our application form which you can download at <http://www.crisis.org.uk/volunteering>

**Alternatively** you can request a form or contact us for more information by:

**Tel:** 0191 222 0622      **E-mail:** [enquiries.newcastle@crisis.org.uk](mailto:enquiries.newcastle@crisis.org.uk)      **Drop in:** 1-3 City Road, NE1 2AF