



# Wolverhampton

## Volunteer Receptionist Assessor

### **Purpose of the role**

- To welcome clients, carry out initial assessments, provide information and ensure clients are dealt with according to bureau systems.
- To record information that will help Citizens Advice to influence government and other organisations, by informing them of the effect of their actions on the lives of clients.

### **Main duties and responsibilities may include:**

- Welcome clients coming into the bureau and carry out an initial assessment of their needs.
- Provide clients with appropriate information, including details of other agencies, leaflets, fact sheets from the Citizens Advice website.
- Support clients to access IT based resources.
- Work collaboratively with other colleagues.
- Provide a service that is based on sensitivity and respect for clients and maintains their confidentiality.
- Acknowledge any special needs and act appropriately.
- Work within agreed bureau systems and procedures.
- Process client information collected at the reception.
- Maintain stocks of leaflets and posters, keep information up to date.
- Use IT for record keeping in accordance with the bureau's procedures.

### **Personal skills and qualities that a reception worker needs:**

- Friendliness and approachability.
- An ability to assess and understand individuals' needs abilities and vulnerabilities.
- A commitment to the aims and principles of the CAB service.
- Good communication skills, both orally and in writing, ability to use computers.
- Being open and approachable.
- Ability to assess information and extract what is relevant.
- Basic maths skills.
- Respect for views, values and cultures that are different to their own.
- An understanding of why confidentiality is important.
- A positive attitude to self-development and assessment.
- Flexibility and ability to work as part of a team.
- Ability to recognise their own limits and boundaries in the role.