

# Walthamstow CAB: Reception worker



## Key work areas and person specification

### Context and purpose of role:

Reception workers are the first point of contact for many people who want help from the CAB. These may be new clients, or established clients returning for further assistance. Our operating system is a little complicated, and it is the job of the Reception Worker to guide our clients through the process.

The Reception worker will explain to clients how we operate, and although not involved in direct advice, they are there to help ensure that clients get the advice and information that they need.

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### 1. Key work areas and tasks

#### *Operate the reception and provide information*

- Welcome clients coming into the bureau contact area.
- Explain waiting times and procedures to clients.
- Provide information about the CAB and other advice services to clients from a diverse range of backgrounds and cultures.
- Work collaboratively with other colleagues involved in the advice work process.
- Provide a service that is based on sensitivity and respect for clients.
- Acknowledge children and / or any special needs and take appropriate action.
- Maintain confidentiality about clients and their contact with the bureau.
- Consult the gateway / advice session supervisor appropriately.
- Work within agreed bureau systems and procedures.
- Answer the telephone and refer calls or take messages.
- Process client information collected at the reception helpdesk.
- Provide client with information where appropriate, including details of other agencies, and point out leaflets / factsheets from Adviceguide.
- Create, maintain and archive paper and electronic filing systems in accordance with the bureau's systems and procedures.
- Liaise with advice staff regarding support for individual clients.

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### ***Social policy***

- Assist with social policy work by providing information about client's circumstances through the appropriate channel.

### ***Maintain and develop advice work administrative systems***

- Before the session, check facilities in the reception area and reception materials.
- Maintain stocks of stationery, leaflets and posters, and order from suppliers.
- Update public information materials and information.
- Maintain online and other electronic appointment diaries.
- Maintain statistics and collate and produce reports to a prescribed format.
- Use IT for record keeping.
- Ensure that all work conforms to bureau's systems and procedures.

### ***Recruit, train and support volunteers and staff working in similar roles***

- In time, contribute to the selection, induction, training and day-to-day support of advice support volunteers / paid staff working in bureau reception areas.
- In time, supervise designated advice support volunteers / staff members.

### ***Professional development***

- Attend relevant internal and external meetings as agreed with the line manager.
- Prepare for and attend supervision sessions / team meetings / staff meetings as appropriate.
- Undergo relevant training as identified with line manager.

### ***Other duties and responsibilities***

- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- Any other relevant admin and support duties required to ensure the smooth running of the bureau.
- Demonstrate commitment to the aims and policies of the CAB service.

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## 2. Person specification

Successful applicants will need to satisfy all the following criteria:

- An understanding of and commitment to the aims and principles of the CAB service including the service's equality and diversity policies.
- An understanding of discrimination or the willingness to learn about it.
- Ability to give and receive feedback objectively and sensitively and willingness to challenge constructively.
- Ability to monitor and maintain own standards.
- Experience of providing reception services, or a clear ability to do so
- Excellent verbal communication skills including telephone skills.
- Good numeracy and literacy skills.
- Ability to access relevant information including electronic and written materials.
- Ability to help clients access relevant information/materials
- Ability to implement administrative policies and procedures in a busy work environment.
- Flexibility and willingness to work as part of a team.
- Friendliness and good approachability.
- Awareness of the potential needs of, and demands placed on, vulnerable clients.
- Understanding of bureau procedures and the way the bureau works.
- Willingness to fully adhere to our policies and procedures.
- Ability to manage time effectively.

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