

Volunteer Task Description and Person Specification

Receptionist

Introduction

The Lorica Trust (formerly the St Patrick's Trust and prior to that the St Patrick's (Hove) Community Centre) was established when Father Alan Sharpe let two people, homeless and hungry, spend the night in the church one cold winter's night in 1985, he unknowingly set out on the work of a lifetime for himself and his family.

Having provided over 250,000 bed spaces since opening in 1985, Lorica St Patrick's continues to offer support for the homeless through its purpose-built 22 bed Night shelter, 29 bed Hostel and move on accommodation in the community.

Task Description – Receptionist

Volunteers in this role will assist the staff in running the reception desk during the daytime. The reception is staffed 24/7 and access to the building is controlled by an entry-phone system.

The receptionist is required to:-

- Provide a warm welcome to residents and visitors
- Supervise access to the building
- Ensure visitors sign in and out
- Ensure residents hand in their keys on exiting the building
- Answer incoming calls
- Organise and distribute messages for residents and staff
- Maintain a diary of residents' appointments
- Organise the distribution of items of post

Person Specification

- Organised, patient and flexible. Understanding and supportive of people who find themselves homeless.
- Some understanding of the challenges of homelessness would be an advantage.

Hours Required

- To suit the volunteer
- A regular commitment is most important

Training

- Induction Programme, to include; understanding boundaries and relationships, homelessness, alcohol & drug misuse, mental health, basic first aid.

Responsible To

- Project Worker Team Manager

For further information you can contact us via salliequinlan@lorica.org.uk – please mark your email *Volunteering*, or you can call us on 01273 733151.