

Volunteer Role Description: Camden 184

Volunteer: 184 open access and treatment services

Managed and supported by: Senior Project Worker, 184

Purpose:

- (1) To provide administrative support to the project, deal with telephone enquiries and reception duties.
- (2) To support service delivery and client services: supporting the group work facilitators and covering the reception for the open access drop-in.

Role Description:

1. To assist with day to day office duties such as answering the phone
2. To assist with reception duties during the hours of the open access drop-in
3. To meet and greet clients in to the service and book them in
4. To prepare detox and herbal teas for clients
5. To assist Project Workers with group work facilitation i.e. setting up rooms, co-ordination of activities
6. To assist Project Workers with Service User Involvement meetings i.e. assisting with setting up arts and crafts materials / women's pamper days
7. To assist Project Workers with street outreach in Camden Town

Person Specification:

1. Ability to communicate clearly and effectively
2. understanding of the issues and willingness to work with the client group
3. Basic computer and keyboard skills (this can be developed through training)
4. Some basic office experience would be an advantage
5. Able to respect and maintain confidentiality
6. Willingness to attend regular supervision and undertake work related accreditation

Time Commitment:

A minimum of 7.5 hours a week, preferably between the following hours:

- noon to 8.30pm weekdays or
- Saturday 10am – 2pm plus one evening per month training and supervision