Volunteer Role Outline

**Receptionist for Foot Care Clinics**

Would you like to do something practical to help older people? Do you have a few hours a month to spare? We are looking for caring and compassionate people with excellent communication and administrative skills to assist us with reception duties at our footcare clinics.

**Your volunteering responsibilities**

* Help prepare the venue before and after clinics.
* Act as first port of call for clients attending the clinic, e.g., direct them where to park, welcome them on arrival, provide drinks and chat while they wait for their appointment, and inform the Foot Care Practitioners when they have arrived.
* Ensure that clients are informed of fire safety procedures e.g. signing in and out, evacuation procedures.
* Alert the Independence at Home Manager if there are any issues or concerns.

**The skills required for this role are:**

* Good communication skills.
* A warm and friendly personality.
* Patience and respect for others.
* Be committed and reliable.
* Willingness to complete our induction training.

**Behaviours and Values**

* Willingness to understand the issues and barriers affecting older people and those around them.
* An open-minded approach to individuals, avoiding judgement and stereotyping.
* Enjoy working with others.
* A commitment to and understanding of equal opportunities.
* Honest and reliable.
* Patient and understanding.

## Our commitment to you:

We will support you as a volunteer through:

* Providing information about Age UK Devon and a handbook explaining your role and key procedures (e.g., claiming expenses, health and safety procedures)
* Providing ongoing advice and support
* Regular updates via Volunteer e-bulletins
* Positive feedback on your contribution.
* Regular opportunities to express your views around the Age UK Devon volunteering experience.
* Providing adequate resources to perform any tasks effectively.
* Valuing your support, ideas and views, helping to improve the services that Age UK Devon provides through our volunteers.

**Hours of the role**

The Footcare service is currently held once a month on Fridays between 9.30am-3pm – this may change depending on demand.

**Location**

1 Manaton Court, Matford Business Park, Exeter, EX2 8PF

### Expenses

### Age UK Devon will reimburse your travel expenses (petrol, bus tickets, etc.) on production of receipts, so that you are not out of pocket for travelling to and from the foot care clinic.