

Volunteer Receptionists

What is the PF Counselling Service?

The PF Counselling Service is the only independent counselling organisation in Edinburgh that provides longer-term counselling for individuals over 18 years of age, whatever their issue or financial circumstances. Our clients face a wide range of difficulties such as bereavement, loss, anxiety, depression, stress or relationship problems. We have over 100 volunteer counsellors, a small number of volunteer receptionists, a finance volunteer and five paid members of staff. The PF Counselling Service is a registered Scottish Charity and is Recognised by COSCA (the professional body for Counselling & Psychotherapy in Scotland). The PF was awarded The Queen's Award for Voluntary Service in June 2019 in recognition of our work.

Who are we looking for?

We are looking for volunteer receptionists to volunteer within our main office. You will have a good telephone manner, good administrative skills and reasonable knowledge and experience of using a computer. You will have a calm and sympathetic manner, as well as a sense of humour. You should also be comfortable with or have experience of supporting people from a broad range of backgrounds, have maturity and life skills. Experience of being part of a team is essential. This is an excellent opportunity for someone who has an interest in counselling and would like to see how a successful agency runs behind the scenes.

What do receptionists do?

Volunteer receptionists are expected to handle enquiries from members of the public, undertake basic administrative/computing tasks, and generally help out as required in a busy office. The ability to work as part of a team is essential.

The main tasks involved are:

- maintaining an appointments system
- handling enquiries about the counselling service
- answering the telephone
- welcoming clients
- ad hoc administrative tasks
- being responsible for locking up the PF premises (evenings only)

All volunteers undergo hands-on training with staff or other volunteer receptionists. During the induction and training we will focus on telephone and administrative skills.

When are receptionists needed?

The PF Counselling Service is open Monday – Thursday from 9am – 9pm and on Friday and Saturday from 9am – 5pm. Volunteer receptionists are generally asked to cover one approximate 3-hour slot each week. The slots are:

- Mornings: 9:00am – 12.15pm (Monday to Friday)
- Lunchtime: 12.15pm – 3.15pm (Monday to Thursday)
- Afternoons: 3.15pm – 6.15pm (Monday to Thursday)
- Evenings: 6.15pm – 9.15pm (Monday to Thursday)

After appropriate training, evening receptionists cover the office without a staff member present. Initially, they will receive full training and support alongside a staff member and/or another evening receptionist until they are ready to cover the office on their own.

We are always pleased to hear from people who would be able to cover one slot on a regular weekly or fortnightly basis, ideally offering a commitment of a minimum of 6 months.

Expenses: Reasonable travel expenses will be paid, at public transport rates, on request. Volunteers will be reimbursed weekly or monthly, as appropriate.

We welcome applications from previous clients of the PF after a period of 24 months has elapsed from the end of their counselling.

Hopefully this has answered all of the questions that you may have, but if not please do not hesitate to call the PF Counselling office on 0131 447 0876.

If you are interested, please complete and return the application form to:

Email: info@pfcounselling.org.uk

**Post: PF Counselling Service
 8 Balcarres Street
 Edinburgh
 EH10 5JB**

Please note all applicants are asked to provide two referees, and appointment as a Volunteer Receptionist is subject to a Basic Protection of Vulnerable Groups (PVG) Disclosure check.