



Supporting Young People to Take Charge of Their Mental Health

Volunteer Receptionist

Responsible to: Clinical Lead with day-to-day supervision from Lead Receptionist

Hours per day: 5.5 hours (Tuesday, Wednesday and Friday needed 3.30pm – 9pm).

Job purpose: No5 is a Young People's Counselling Charity based in central Reading. We are seeking a volunteer receptionist. The role will support the lead receptionist, clinical team and counsellors in their work and be the first point of contact for children, young people and their parents/carers arriving for appointments.

Duties and responsibilities

1. On arrival each afternoon check all counselling rooms are tidy and ready for use
2. Greet clients, ensuring they have an appointment and show them to the waiting room
3. Complete the paper diary sheets accurately and confirm arrival of clients to counsellors
4. Send reminder text messages to clients who have appointment to following day.
5. Answer the reception telephone and email and deal with answerphone and email messages
6. Liaising with counsellors and supporting new counsellors to complete paperwork.
7. Keeping relevant forms and paperwork up to date including photocopying when required.
8. Other tasks as requested by the clinical team appropriate to the role

Person Specification

Will need to be passionate about mental health and young people, and have an understanding of the value of counselling, and early intervention.

Skills and experience:

1. Experience of working with young people
2. Experience of or about the mental health difficulties that face young people
3. Training, experience, and confidence in dealing with the general public
4. Experience of dealing with confidential issues and paperwork
5. Good telephone manner and listening skills
6. Ability to operate within Health and Safety and GDPR procedures

101 Oxford Road
Reading
Berkshire
RG1 7UD



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Qualifications and abilities:

1. Good communication skills, including good writing skills
2. Administrative skills, organisation ability, attention to detail

This role is subject to an Enhanced Disclosure and Barring Check.

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