

**EBIAC**

**Volunteer Application Pack**

**Receptionist**



**BACKGROUND TO EBIAC**

**History**

EBIAC evolved from the community sector in East Belfast, specifically from the advice services of East Belfast Community Development Agency and the Bridge Community Association. EBIAC was launched in 2000 to ensure that a responsive and strategic service could be provided to the community in East Belfast. It is as a result of these strong community roots that EBIAC values the importance of having a community development approach to advice giving. It was also essential that the services were developed in order to meet the demand for advice and information in East Belfast.

**Current Service Delivery**

EBIAC provides an independent, confidential and free advice service to the community in East Belfast. We advise on welfare benefits, housing, employment, debt, consumer issues etc. We provide a drop-in service from our centre and at five outreach venues throughout the community. A home-visit service is available for those who are housebound. We have a dedicated money advice service and also provide representation at social security tribunals. We also provide accredited training opportunities to local volunteers who gain work experience by providing advice services to their own community. Our users are referred by family or friends who have used the service and found it useful. Demand for our services is high due to our location in an area of deprivation.

**The Structure of EBIAC**

EBIAC is staffed by a team comprising of Admin and Project staff reporting to the Manager.

The Manager is responsible for overseeing the operational delivery of the Strategic Plan and associated policies which are determined by the Board of Directors.

The Board is made up of members who bring together a diverse skills base to ensure the organisation effectively delivers services, compliance with EBIAC Standards, Company Law and Charity Commission Guidance.

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**EBIAC Volunteer Receptionist**

**Role Description**

**Duties**

* Provide cover at EBIAC reception which will involve meeting and greeting clients, answering telephone calls and taking messages for advisers
* Make appointments on the EBAIC computerised calendar for clients.
* Record all incoming and outgoing post.
* Light administration duties
* Undertake any other reasonable duties as directed.

**Skills and attributes required**

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Skills** | * Ability to communicate in English by telephone and in person with a variety of people
* Ability to read and write in English.
* Ability to work well under pressure
* Ability to work on your own initiative and as part of a team
* Ability to maintain a high level of confidentiality
* IT literate in Microsoft Office programmes and the use of email and windows programmes
 | Bi-lingual skills |
| **Personal** **attributes** | * Friendly and approachable manner
* Presentable appearance
* Flexibility
* Commitment to providing a high quality service to all members of the community
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**Volunteers who have English as a Second or other language**

The role of Volunteer Receptionist at EBIAC requires the volunteer to liaise with clients on appointments, documents and other issues in relation to attending the EBIAC centre for Welfare, Benefits, Debt and Money related advice. The receptionist must also convey this information accurately to the relevant advisors.

This role does not require a specific formal qualification in ESOL or English, however the volunteer may be required to undertake a short task at reception in order to identify if their current level of English is sufficient to enable them to carry out the tasks required.

**Training will be provided on the responsibilities of the role.**

**All out of pocket expenses will be provided.**


# CONFIDENTIAL

##### East Belfast Independent Advice Centre

##### VOLUNTEER RECEPTIONIST APPLICATION

**PERSONAL DETAILS**

|  |  |
| --- | --- |
| Surname (BLOCK) |  |
| Forenames in full |  |
| Permanent address  |  |
| (with postcode) |  |
| Telephone Numbers: * Day: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Evening: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Mobile: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
 |
| Email address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Are you registered disabled:Yes / No |

**EDUCATION/QUALIFICATIONS**

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Are you working towards any other training qualification?

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EMPLOYMENT/VOLUNTARY SERVICE OR COMMUNITY WORK: Please give details of any work experience you have gained (paid or unpaid).

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Please give details of any criminal convictions that are not regarded as spent under the Rehabilitation of Offenders (NI) Order 1978.

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|  |

INTERESTS: Please give details of any pastimes, hobbies and sports:

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|  |

REFEREES: Please give the names of two persons whom we may contact for references. Referees should not be related to you.

|  |  |  |  |
| --- | --- | --- | --- |
| Name |  | Name |  |
| Occupation |  | Occupation |  |
| Address |  | Address |  |
|  |  |  |  |
| Telephone |  | Telephone |  |
| Relationship |  | Relationship |  |

|  |
| --- |
| DECLARATION |
| Signature |  | Date |  |

**All information gathered from applicants will be held in accordance with the requirements of current Data Protection Legislation**


# Monitoring Form

*We are required by our funders to provide the information below.*

*Any information given is strictly* ***confidential*** *and anonymous*

*And is used for compiling statistics.*

**Please tick where appropriate**

Are you: Male [ ] Female [ ]

Are you: Able-bodied [ ] Unregistered [ ] Registered [ ]

 Disabled Disabled

Are you: Employed [ ] Unemployed [ ] Unwaged [ ]

 (seeking work) (not seeking work)

**Would you describe yourself as:**

Bangladeshi [ ] Black (African) [ ] Black (Caribbean) [ ]

Chinese [ ] Indian [ ] Pakistani [ ]

White [ ] Other Ethnic [ ] Please specify

 Group

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Perceived Religious Affiliation:**

Protestant [ ] Catholic [ ] Other [ ]

 Please specify

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### Prior education/training

Have you attained any previous educational or training qualifications? eg. R.S.A., G.C.S.E.’s, OCN certification, etc.

Yes [ ] No [ ] Currently undertaking [ ]