

Volunteer Service Support Assistant

Coventry Cyrenians Ltd – Registered Charity No 502421

Why do we need you?

We have been a leading homelessness organisation dedicated to providing services locally for over 40 years. We directly provide more supported accommodation for single homeless people in Coventry than any other single organisation and receive no contract or grant funding locally. We therefore rely upon the goodwill of the local community to continue our work. By volunteering for us you will be playing a key role in the effective delivery of our Head Office function.

What is the role?

- Meeting and greeting members of the public, service users and professionals.
- Providing assistance and information for basic enquiries
- Act as the first point of contact for telephone enquiries, rerouting calls to appropriate colleagues and/or taking messages
- Work alongside a duty Support Worker who will be available to assess potential clients and deal with any critical issues
- Recording of basic information and general admin duties

What do I need?

- Good communication with friendly, polite and helpful customer service skills
- An understanding of and adherence to the principles of client confidentiality and boundaries
- The ability to work as part of a team with other volunteers and staff
- Basic IT skills including Word, spread sheets and email programmes
- The ability to offer a minimum of one day per week (Monday to Friday)

What we can offer you?

- A unique opportunity to work in and learn about client focussed work and make a real difference to peoples' lives
- Appropriate training (including certificated)
- The opportunity of meeting and working with warm and friendly like-minded people
- Reimbursement of out-of-pocket expenses when on duty (including lunch on full days)
- The assurance of working with a highly experienced and effective organisation

Why volunteer for Coventry Cyrenians?

We have a highly successful track record of finding innovative ways of delivering services and provide individualised support to promote and enhance the life chances of people who are homeless empowering them to live as independently as possible. You can give from just a few hours a month right up to being a full-time volunteer. Either way you can be sure that all your efforts will be supporting an effective charity that concentrates all its efforts on delivering services locally.

How can I apply?

- By downloading a volunteer application form from our website www.coventrycyrenians.co.uk;
- By emailing us for an application form at volunteering@coventrycyrenians.org;
- By giving us a call on 024 7622 8099; or
- By calling at our office: Oakwood House, Cheylesmore, Coventry CV1 2HL

If you would like any more information, let us have your contact details and we'll get back to you.