

Volunteer: Reception & Referral Team

This volunteer placement provides an excellent opportunity for those interested in gaining client contact and experience of dealing with the public in a busy reception and referral team. You will be the first point of contact for clients and visitors to the Islington Law Centre (ILC) helping assist them in their matters. You may also be asked to generally assist other ILC workers with administrative tasks.

Tasks:

The specific nature of your work will be discussed further with your supervisor (who will normally be one of the paid staff from the Reception and Referral Team); however, in general, you can expect to perform the following tasks:

- Assisting our full-time receptionist and referral workers in the running of our front of house
- Greeting clients and visitors in a friendly and professional manner
- Assisting in identifying the legal and other issues that clients are faced with, and the most appropriate services to assist
- Answering telephone enquiries and taking clients details and messages when staff are unavailable
- Providing a comprehensive signposting service to internal advice services, including outreach, and external agencies where appropriate
- Recording information about the work of our Reception and Referral service
- Undertaking research as requested – for example on capacity in other agencies to accept clients needing an appointment or hostel bed
- Assisting with the upkeep of the reception area (e.g. ensuring it is tidy, all information displayed is current, etc.)
- Giving general information about Law Centre services

General Requirements:

- A minimum commitment of two days per week for three months
- High degree of professionalism
- Sensitivity towards clients and their needs

Islington Law Centre® serves the community by providing free independent legal advice and representation including specialist help in Consumer, Debt, Education, Employment, Housing, Immigration & Welfare Benefits Law

Islington Law Centre® is contracted with the Legal Aid Agency and is part funded by Islington Council

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Person Specification:

	Skill/Experience	Essential	Desirable
1	Previous office and administrative experience		■
2	High standard of customer service skills and a professional approach towards providing reception and telephone service	■	
3	Computer literacy, preferably using MS Office applications, particularly Word and Access (we currently use Office 2010). Ability to learn and improve existing computer skills where necessary		■
4	Understanding of the types of common issues clients are likely to present to the Law Centre with and possible sources of assistance	■	
5	Understanding of the legal advice sector and of legal aid		■
6	Confident manner and good communication skills. Ability to communicate with clients, other professionals and organisations competently	■	
7	Clear legible handwriting. Ability to understand and speak English clearly	■	
8	Ability to deal with clients in a professional manner and manage stressful situations appropriately	■	
9	Ability to maintain recording system for client enquiries within reception	■	
10	Commitment to the aims of the Law Centre and to the Law Centre's client group - many of whom are on low income and from a variety of ethnic backgrounds	■	
11	Understanding of the importance of maintaining client confidentiality and willingness to sign confidentiality agreement	■	
12	Practical approach towards ensuring our Equal Opportunities Policy is continually applied in all areas of your work	■	