



## Job Description

**TITLE: NEIGHBOURHOOD CENTRE SUPPORT WORKER - VOLUNTARY**

### ***General Description***

To facilitate and support the work of the Neighbourhood Centre.

### ***Responsibility***

The Neighbourhood Centre Support Worker is directly responsible to the Coordinator of the Neighbourhood Centre.

### ***Salary and Conditions***

This is a voluntary position and as such attracts no remuneration. Insurance cover is provided by the Neighbourhood Centre.

This position relates to the operation of the Reception Desk and information. The Service, incorporating the Neighbourhood Centre is a base for community development and community education as well as a meeting place for a wide range of groups and activities.

### ***Duties***

Volunteers will be required to perform some/all of the following as agreed:

1. Attend the Neighbourhood Centre at agreed times. If Centre is unattended, collect key from GTCC and open office.
2.
  - (a) Office reception and redirecting enquiries.
  - (b) Answering telephone enquiries and recording messages.
3. General clerical:
  - (a) Mail collection and posting on a daily basis - office and outside letter boxes.
  - (b) Maintaining correspondence records for the Centre.
  - (c) Maintaining and updating pamphlet supplies.
  - (d) Organising tea and coffee supplies.
  - (e) Collect newspapers and cut out all relevant information.
4. Centre maintenance - vacuum Centre each morning, open kitchen cupboard, at end of each day ensure all bins are emptied, kitchen cupboard closed and locked and kitchen left tidy.
5. Provide information and assistance to all people contacting the Neighbourhood Centre.
6. Record statistics on all contacts.

7. Assist with the organisation and running of the Centre as requested by the Coordinator.
8. Comply with any policy and procedures of the Neighbourhood Centre.
9. Assist people without prejudice and discrimination.
10. Maintain client confidentiality at all times.