



## Reception Volunteer

Muscular Dystrophy (MD) Support Centre is looking for a number of enthusiastic volunteers to help in our reception and service user waiting areas.

The role of Reception Volunteer will involve welcoming and supporting service users and their carers when they arrive and during their time in Centre - including helping them make a tea/ coffee while they wait for their therapy appointments, offering a friendly face for a chat, and assisting with administrative activities such as the booking of appointments. As a reception volunteer, you will be a key member of our small and close-knit team.

The role will be a key point of contact for our service users - so a positive attitude, good communication skills and a charitable mindset are all important attributes that we are looking for. No specific experience is required – you might be an existing service user who wants to welcome and share experiences with other service users, or perhaps you have an administrative background or interest that you would like to develop with the Charity? This is a great opportunity to join a friendly team, learn and build skills, gain confidence and meet new people. Full training and support will be provided to help you to be successful in the role, including helping you to develop new skills and to learn more about how the Charity operates.

### About the role

Reception Volunteer is voluntary and therefore unwaged, however out-of-pocket expenses (such as car mileage) will be reimbursable by prior arrangement and in accordance with our Volunteer Expenses policy.

MD Support Centre operates from 09:30 to 5pm six days a week from our Centre in Coventry, with a varying schedule at our satellite clinic locations. We are looking for support at our Centre in Coventry (Unit 10 Westwood House, Westwood Business Park, Westwood Way, Coventry CV4 8HS) but we would also welcome volunteer support at any of our satellite locations:

- Birmingham – Bournville Gardens Retirement Village, 49 Bristol Rd S, Birmingham B31 2FR
- Tipton - The Bridge, St Mark's Rd, Tipton DY4 0SL
- Leicester – LOROS Hospice (Saturdays only) Groby Road, Leicester LE3 9QE

The role of Reception Volunteer is by its nature an in-person role and cannot be undertaken remotely.

Ideally, we are looking for volunteers between 9am - 1pm or 1pm to 5pm but we would be happy to discuss. We would ask that applicants consider a minimum commitment of 3 to 6 months.

### Main duties

- Welcoming service users/visitors, assisting and directing them as necessary
- Making (or assisting with the making of) refreshments for service users and their carers
- Chatting with service users and their carers as they wait for their appointments
- Answering and directing telephone calls
- Liaising with staff/ therapist/s
- Ensuring notice boards are up to date and information stands are up to date
- Booking and managing appointments and service user data using the online electronic diary system



**Muscular Dystrophy  
Support Centre**  
*inspiring independence*



- Ensuring reception, refreshment and waiting areas are kept clear, clean and organised
- Potentially assisting therapists with specific tasks requiring more than one person (e.g. helping service users with the operation of thera-cycles)

What skills, experience or behaviours are needed for this position?

- Good communication skills and strong interpersonal skills - comfortable meeting and working with service users and supporters from all walks of life and able to form good relationships with team members across the Charity
- Caring and empathetic attitude
- Knowledge / understanding of health and disability issues
- Strong personal integrity
- Computer literate – comfortable using MS Office programmes and learning how to use new applications (e.g. our electronic diary system)

Please note, in accordance with MDSC's Safeguarding Policy this post will be subject to enhanced Disclosure and Barring (DBS) check.

### **About MDSC**

Muscular Dystrophy Support Centre (MDSC) was established as a charity in 2012. Our aim is to transform access to specialist physical therapies for all adults with muscular dystrophy in the Midlands region who need it.

From our Centre in Coventry, and with satellite clinics in Birmingham, Leicester, and the Black Country, we support 550+ people with muscular dystrophy providing specialist physical therapy on a long- term basis. We are the only organisation in the Midlands region to do so, and one of only two in the UK.

### **How to apply**

To apply, please send your CV and a covering letter outlining your interest in the role by email to [HR@mdsupportcentre.org](mailto:HR@mdsupportcentre.org) with the subject "Reception Volunteer". Or alternatively, for an informal chat about the role, please call Barbara Clarke Administration Officer on 02476 100770.