

**Reception / Triage Volunteer**

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| **Role:** | **Reception / Triage Volunteer** |
| **Location:** | Hammersmith and Fulham Law Centre |
| **Commitment:** | One full day per week (10am – 5pm), for a minimum period of one year |
| **Requirements:** | Highly motivated, well organized, shows an understanding of the service a law centre provides  Client focused, calm and friendly |
| **Tasks:** | * Provide initial point of contact with the public and clients (on the phone and in person) * Manage incoming calls and take phone messages (including voicemail) * Complete internal referral forms – including performing eligibility checks. * Signpost members of the public to alternative suitable advice agencies where necessary * Casework administration such as: photocopying, filing, faxing, making phone calls, archiving, typing letters, dealing with DX and post * Any other tasks which may be deemed to be necessary |
| **What is in it for you?** | * Gain experience in a legal and voluntary sector environment * Improve client contact skills * Improve telephone manner and administrative skills * Contribute to the local community |
| **How to apply?** | Please email Simone McGlynn at [reception@hflaw.org.uk](mailto:reception@hflaw.org.uk),  or call 020 3080 0330 to request an application form. |

**Reception / Triage Volunteer**

Thank you for your interest in volunteering at Hammersmith and Fulham (H&F) Law Centre.

To apply, please complete this application form and return it electronically, with your CV, to [reception@hflaw.org.uk](mailto:reception@hflaw.org.uk) .

Alternatively, please post your application to H&F Law Centre, 363 North End Road, London SW6 1NW, marking it for the attention of Simone McGlynn.

We will contact you for an interview if your application is successful. All volunteering roles are subject to references.

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| Date: | |
| First Name: | Surname: |
| Address: | |
| Phone: | Mobile: |
| Email: | |

1. Why would you like to volunteer at H&F Law Centre?
2. What skills and experience are you able to bring to H&F Law Centre?

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1. What do you hope to gain from volunteering at H&F Law Centre?

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1. Please cross through any days when you will **NOT** be available:

*Please note you need to be available for at least one full day per week on an ongoing basis to volunteer at H&F Law Centre.*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Mon (day) | Tue (day) | Wed (day) | Thu (day) | Fri (day) |

1. Do you have any health problems or disabilities which may affect your volunteering for us, or do you need any extra support from us?

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1. Do you have any criminal convictions?

*Information about criminal convictions will be taken into account only when considered relevant to the role.*

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1. Are you a current or past client of H&F Law Centre? Yes / No
2. Is there any other relevant information you would like us to have?

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1. Where did you hear about volunteering opportunities at H&F Law Centre?

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1. Please give us the names and contact details of two people who have known you for some time (not relatives) and are willing to act as referees. If possible, one should be from a place of work / organization where you have volunteered. At least one should have had contact in the last two years.

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| Title: Mr / Mrs / Ms / Miss / Other\_\_\_\_  Name:  Address:  Phone:  Email:  How long has the person known you and in what capacity? | Title: Mr / Mrs / Ms / Miss / Other\_\_\_\_  Name:  Address:  Phone:  Email:  How long has the person known you and in what capacity? |
| Please return completed form together with your CV to:  [reception@hflaw.org.uk](mailto:reception@hflaw.org.uk) .  Alternatively please post your application to:  H&F Law Centre  363 North End Road, London SW6 1NW, marking it for the attention of Simone McGlynn. | |

**Volunteers Equal Opportunities Monitoring Form**

HF Law Centre strives to operate a policy of equality and diversity and not to discriminate against any person. The information you provide will be treated in the strictest confidence and will be kept separate from your application form. It is for monitoring purposes only and in no way affects our decision whether to offer you a volunteering role. If you would rather not answer any of the questions, please leave them blank.

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| Date: | Volunteer role applied for: |
| Where did you hear about H&F Law Centre’s volunteering opportunities? | |

**Gender**

|  |  |  |  |
| --- | --- | --- | --- |
| Male |  | Female |  |

**Age**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Under 25 |  | 25 - 50 |  | Over 50 |  |

**Ethnic background** (please tick or enter your own description)

|  |  |  |  |
| --- | --- | --- | --- |
| Bangladeshi |  | White - UK |  |
| Indian |  | Other White |  |
| Pakistani |  | Mixed - White/Asian |  |
| Chinese |  | Mixed - White/Black African |  |
| Other Asian |  | Mixed - White/Black Caribbean |  |
| African |  | Mixed - White/Chinese |  |
| Caribbean |  | Mixed - Other |  |
| Other Black |  | Other |  |

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| Do you suffer from any disability or long-term illness? If so, please give brief details.  Are you a member of any other group which might be considered disadvantaged? If so please give  brief details: |