

### **RECEPTION / TRIAGE VACANCIES**

**Volunteer position** with expenses paid (travel (£5 Limit) within London and £3 for lunch if the volunteer is here for the entire day).

**Details:** Hammersmith and Fulham Law Centre was established in 1979 and has worked on the front line of advice needs for 36 years. We are rooted in our community, have an in-depth understanding of local needs and issues and prioritise helping those who are most vulnerable and disadvantaged. We are well connected to other advice agencies and community groups and provide second tier advice to other agencies.

H&F Law Centre has legal aid contracts in housing, immigration and asylum and provides free legal advice and representation to those who are eligible under the scheme. We also run the duty possession desk on Mondays and Wednesdays at the County Court in Hammersmith.

In order to support our busy reception and caseworkers, H&F Law Centre is recruiting Reception and Triage Volunteers able to commit on a part-time basis of at least one day per week.

#### **As a Reception / Triage volunteers:**

Volunteers will be the friendly face that meets and greets clients and have an excellent telephone manner.

The role will involve managing incoming calls and taking accurate messages, handling enquiries on the telephone and in person and booking appointments. Other duties include post, franking and collecting and delivering DX.

Volunteers will play a very crucial role in triaging clients by making an initial assessment of client problems, which is important in enabling clients to access legal advice and support, as well as ascertaining what the next steps are. Volunteers will also fill out triage forms onto our case management system, book client appointments and provide clients with information.

A genuine interest in social welfare law and the problems that people face in housing, welfare benefits and immigration is essential for this role. Work experience in these areas is helpful but not essential as we ensure that, if you are sufficiently motivated and capable, you learn a lot very quickly by volunteering here.

This volunteer role is suitable for somebody with office and customer service experience and a willingness to learn. You will need to be computer literate, experienced in using MS office applications and have excellent communication skills. A professional approach is essential.

This is a great opportunity for somebody wishing to gain experience within a voluntary sector environment

All our volunteers will be provided with an induction, training, on-going support and supervision with their roles.

**Please note that we ask for a minimum commitment of one day per week for one year**

Please email Simone McGlynn at [reception@hflaw.org.uk](mailto:reception@hflaw.org.uk) or call 020 3080 0330 to request an application form.