

VOLUNTEER RECEPTION ROLE DESCRIPTION (DFS)

You will be the clients' first point of contact with the bureau and will make sure they are given a warm and efficient welcome and are aware of what will happen during their visit.

Main Duties

- Welcoming clients and Booking appointments
- Explaining waiting times and procedures to clients
- Telling people what the CAB can do in a way that suits them
- Working within agreed bureau systems and procedures
- Answering the telephone when required and passing on callers to the appropriate person or taking a message
- Creating and updating client records in the electronic recording system

Skills & Attributes

- Committed to the aims and principles of D&G Cas
- Organised and systematic
- Understand the importance of work D&G Cas
- Have good communication skills
- Willing to attend training and other meetings

How much time do you need to give?

We ask for a minimum of 3 hours per week. Many of our volunteers give one full day or two half days per week. Our Volunteers come from a range of backgrounds that fully represent our community.

Other ways to get involved

If this doesn't sound like the role for you, but you would still like to help us. There are plenty of other ways you can do so! Other kinds of volunteering roles include:

- Advising Clients
- Board Members
- Social Policy Work

Apply to Volunteer

If you are ready to take the next step and find out more, fill in our [online form](#) on our website and we will be in touch.

April 2026