**Role:** Welcome Volunteer

**Responsible to:** Head of Corporate Services

**Time Commitment:** Flexible to suit your availability

between core hours (Mon-Fri 08.30 – 16.00)

**Background**

The Craighalbert Centre was established as The Scottish Centre for Children with Motor Impairments in 1991. We are a therapy centre and one of Scotland’s Grant Aided Special Schools funded directly by the Scottish Government to provide specialist and high-quality integrated therapy and education for children and young people affected by cerebral palsy and similar neurological conditions.

​We offer integrated learning, care and therapy for children from birth to 19 years. Our services include an independent school, nursery services, short term intensive residential programmes, an assessment service, group programmes and individual child and family support.

Services are provided on site at our Cumbernauld base, in family homes, at partner facilities throughout Scotland and through video link practitioner directed therapy sessions.

We believe that children with conditions that affect their motor functions require a focused and specialist environment within which their needs are addressed, their abilities can be developed and within which they can progress and flourish.

​**Role Description:**

Welcome Volunteers are based at our Centre in Cumbernauld, supporting our admin team, greeting visitors to the Centre and caring for our family lounge, ensuring that it is a warm environment for visitors and has relevant leaflets, brochures and information available for families.

* Meet and Greet visitors to the Centre
* Inform relevant team members of visitor’s arrival
* Log visitors in and out of register
* Request information leaflets from relevant services to display in information stand
* Maintain family lounge/waiting area to ensure a welcoming environment for families and visitors.
* Identify items that would be beneficial to have in waiting areas and family lounge to ensure comfort and eliminate anxiety.

**Benefits to you:**

* Gain skills and experience in reception and admin duties
* Meet new people
* Access training opportunities
* Strengthen your CV and carer pathway
* Obtain references for future employers
* Mentoring and support from a highly skilled team
* Increased knowledge and experience of working in an education and healthcare environment
* A sense of satisfaction and pride for helping to make a valuable service
* Opportunity to shadow someone in the organisation to develop skills
* Travel expenses
* Regular updates of Centre activities

**Skills, Experience and Qualities:**

* Personable, enthusiastic and approachable
* Ability to work on own initiative
* Good communication and interpersonal skills
* Good planning and organisation skills
* Attention to detail

**Time Commitment:**

We would request a minimum of 2 hours commitment per week during school term time between our core office hours of Monday to Friday 8.30am and 4pm.

**Recruitment Process:**

You must be a UK resident aged 18 or over.

Submit an application form stating which role you are interested in.

Applicants may be invited to the Centre or contacted by phone to discuss the role.

Successful applicants will be required to provide 2 references and complete a Disclosure Scotland Check prior to taking up their volunteer role.

An induction session to introduce you to the charity, recognising your skills and identifying any ongoing support or materials you will require to fulfil your role.

We encourage diversity in our volunteer roles and actively seek applications from people of all backgrounds and cultures. If you have concerns about your ability to volunteer with us due to a disability or additional needs, please contact us to see how we can support you.

To apply or find out more about this role please call Alicia McKenzie on 01236 456 100 or email [alicia@craighalbert.org.uk](mailto:alicia@craighalbert.org.uk) [www.craighalbert.org.uk](http://www.craighalbert.org.uk)