

Information workers' Role Description

<u>Job title:</u>	Information Worker – Volunteer
<u>Responsible to:</u>	IS Manager
<u>Hours of work:</u>	Plus 6 weeks 'on the job' training. 4 hours per week (1 regular slot) minimum - or 8 hours p/w (2 slots). Information Worker meetings Training as applicable Supervision

Centre 33 would hope for a 1 year commitment after training, but we recognise that will not always be possible.

Tasks

As an Information Worker you will be required:

1. To make all clients feel welcome and to give them the space to help them to articulate their needs.
2. To follow Centre 33 systems and procedures for booking counselling clients.
3. To help people find the information they require, responding in person, on the telephone or via email.
4. To log the number of young people accessing our services.
5. To take responsibility for updating the information systems.
6. To take responsibility for upkeep and general appearance of the information room.
7. To maintain sufficient levels of resources; i.e. Condom Packs, IA Packs, yellow cards etc.

Responsibilities:

1. To attend your agreed "slots" regularly and to turn up at least 10 minutes beforehand to prepare for opening/handover.
2. To attend occasional Information Worker Meetings.
3. To undergo a six week probationary period, attend regular supervisions and an annual appraisal.
4. To appreciate and observe the boundaries between the role of the Information Workers and the counsellors.
5. To give support to and seek support from other volunteers on your slot team: there should be an opportunity before and after the slot to discuss the day's work.
6. To absolutely respect the client's right to confidentiality – see First Day Training Pack for more information.
7. To respect Centre 33's policy of client self-referral, i.e. to only accept appointments for counselling, housing and living etc. from the client.

Skills and Experience:

Effective Information Workers are likely to be: non-judgemental, good listeners, reliable, able to work as part of a team but also show initiative in improving the information service we offer to young people. There are elements of administration work in this role but with an open door service, there are also elements of crisis control intervention.

Any experience of information handling, interpersonal work or youth work would be useful but not essential. All information workers will be required to attend training sessions at Centre 33 before working with clients and a full DBS disclosure will be requested (Having a criminal record will not necessarily bar you from working with us, it will depend on the nature of the position and circumstances and background of your offences).