**Job Description**

<table>
<thead>
<tr>
<th>Position</th>
<th>Reception/ Admin Worker</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salary</td>
<td>£7.50p/h</td>
</tr>
<tr>
<td>Period of Employment</td>
<td>6 months, subject to periodic reviews</td>
</tr>
<tr>
<td>Hours/Days Required</td>
<td>25 hours per week over 4 days – Start and finish time to be agreed.</td>
</tr>
<tr>
<td>Placement Organisation</td>
<td>Homestart, Oxford Place Centre, Oxford Place, Leeds, LS1 3AX</td>
</tr>
<tr>
<td>Responsible to</td>
<td>Placement Supervisor and PATH Project Officer</td>
</tr>
<tr>
<td>How to Apply</td>
<td>Complete a PATH Application Form available from the Vacancies Page of our website, <a href="http://www.pathyorkshire.co.uk">www.pathyorkshire.co.uk</a> and email to <a href="mailto:step@pathyorkshire.co.uk">step@pathyorkshire.co.uk</a> before closing date and time.</td>
</tr>
<tr>
<td>Closing Date</td>
<td>5pm on the 15th of September 2017</td>
</tr>
</tbody>
</table>

**About the Placement Organisation**

Home-Start recruits volunteers from local communities to offer a ‘volunteer home visiting family support service’ for many vulnerable children and their families in our city. Volunteers are carefully selected, trained, supported & supervised to offer support and friendship for families during a period in which they are experiencing difficulties that adversely impact on the children. Home-Start Leeds is an independent registered charity established in 1987.

We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expect all staff and volunteers to share this commitment.

We promote the development of equality of opportunity and inclusion for all, celebrating the difference and diversity of people valuing the positive impact that every individual brings to our organisation.

We expect all staff and volunteers, at all times, to uphold attitudes, values, behaviour and language that underpin child centred practice.

We are committed to ensuring the voice & influence of children, young people and parents informs development and delivery of all of our services.

**Purpose of the Placement**

This paid placement is funded through the STEPS programme and aims to support Leeds residents who are over 25 years old and long term unemployed (unemployed over 12 months and over) develop their confidence and work skills within diverse sectors with supportive employers within a 6 month fixed term period.

Participants will be working for 25 hours in a paid role. In addition they will be required to undertake 5 hours of personal development training which will include either volunteering within your paid placement or with another organisation or undertaking some training or courses.
**Work Skills Development Opportunity**

The main role of the work placement would be undertaking ‘reception and general clerical duties for the charity.

This will include:

1. Answering the telephone to a range of people involved with the work of the charity/organisation ie. Volunteers, family’s needs support, social workers, health visitors, children centre staff, funders, trustees, sponsors.

2. Welcoming visitors to the office particularly potential and existing volunteers.

3. Preparing rooms for meetings i.e. Volunteer training, trustee meetings, staff meetings.

4. Undertaking general clerical duties to support colleague’s i.e. photocopying, printing, incoming and outgoing post.

5. To provide reception and general office support to the organisation as appropriate and agreed.

6. To have a clear understanding of the need for professional confidentiality is paramount.

7. To communicate by telephone and email with a wide range of people involved with the charity, ie volunteers, trustees, families, practitioners, funders, sponsors.

8. To receive and welcome visitors to the office, including potential volunteers, practitioners, supporters.

9. To carry out general office & IT duties, including word processing, emailing, accessing the internet, photocopying, filing.

10. To ensure all processes maintain efficient, accurate and confidential records and files in line with data protection & confidentiality policies.

11. To maintain the office message book and room booking diary.

12. To process incoming & out going post.

13. To carry out other duties relevant to the job.

14. To participate fully as part of the staff team.

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**Personal Development**

- **Further training** and experiences may be gained as appropriate.
**SELECTION CRITERIA**

The ESSENTIAL CRITERIA are those criteria that you must meet in order for you to be considered or given a chance for an interview.

The DESIRABLE CRITERIA are not necessary for you to meet but if you indeed do so, they can be considered an advantage that you have over other applicants who also met the essential criteria.

**IMPORTANT: Use these selection criteria to guide your answers in the COMPETENCY STATEMENT section of the PATH Traineeship Application Form.**

<table>
<thead>
<tr>
<th>QUALIFICATIONS &amp; ATTAINMENTS</th>
<th>Essential Criteria</th>
<th>Desirable Criteria</th>
<th>Method of Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>✓</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SKILLS &amp; COMPETENCIES</th>
<th>Essential Criteria</th>
<th>Desirable Criteria</th>
<th>Method of Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ability to record information accurately, concisely and in a timely manner</td>
<td>✓</td>
<td></td>
<td>Application &amp; Interview</td>
</tr>
<tr>
<td>Excellent telephone manner</td>
<td>✓</td>
<td></td>
<td>Application &amp; Interview</td>
</tr>
<tr>
<td>Excellent listening and communication skills</td>
<td>✓</td>
<td></td>
<td>Application &amp; Interview</td>
</tr>
<tr>
<td>Caring and compassionate approach to customer service</td>
<td>✓</td>
<td></td>
<td>Application &amp; Interview</td>
</tr>
<tr>
<td>Ability to prepare rooms for meetings</td>
<td>✓</td>
<td></td>
<td>Application &amp; Interview</td>
</tr>
<tr>
<td>Ability to use different office equipment</td>
<td>✓</td>
<td></td>
<td>Application &amp; Interview</td>
</tr>
<tr>
<td>Ability to use different Microsoft Office programmes such as Word and Outlook</td>
<td>✓</td>
<td></td>
<td>Application &amp; Interview</td>
</tr>
<tr>
<td>Ability to use the internet</td>
<td>✓</td>
<td></td>
<td>Application &amp; Interview</td>
</tr>
<tr>
<td>Ability to follow policies and procedures set by the organisation</td>
<td>✓</td>
<td></td>
<td>Application &amp; Interview</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>KNOWLEDGE &amp; EXPERIENCES</th>
<th>Essential Criteria</th>
<th>Desirable Criteria</th>
<th>Method of Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Demonstrate understanding and commitment to Confidentiality</td>
<td>✓</td>
<td></td>
<td>Application &amp; Interview</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>BEHAVIOURAL &amp; VALUES</th>
<th>Essential Criteria</th>
<th>Desirable Criteria</th>
<th>Method of Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organised</td>
<td>✓</td>
<td></td>
<td>Application &amp; Interview</td>
</tr>
<tr>
<td>Fully implement the Standards and Methods of Practice as laid down by Home-Start UK and all policies of Home-Start Leeds and maintain the high standards of Home-Start Leeds.</td>
<td>✓</td>
<td></td>
<td>Application &amp; Interview</td>
</tr>
<tr>
<td>Self-motivated, able to use initiative and have a mature and flexible approach to the work.</td>
<td>✓</td>
<td></td>
<td>Application &amp; Interview</td>
</tr>
<tr>
<td>Fully implement the Home-Start Leeds Health &amp; Safety at Work Policy.</td>
<td>✓</td>
<td></td>
<td>Application &amp; Interview</td>
</tr>
</tbody>
</table>

**Disclaimer**

- Your contract of employment will cease at the end of the 26 weeks
- Benefits may be affected as this placement will be classed as paid employment
RISK ASSESSMENT OF THE TRAINING POSITION

A. CLIENT GROUPS, the trainee will work with

- General Public  
- Factory Work
- Other Agencies
- Children
- People with learning difficulties
- Clients in their own home resident or hostel

B. PHYSICAL CONDITIONS:

1. Work is conducted in the main

- Indoors
- Outdoors
- Sitting
- Standing
- Walking
- Office Accommodation

2. The training will involve

- Lone Working
- Working out on the Estate
- Working underground
- Climbing
- Working on the Counter
- Working in Void Properties
- Bending
- Manual Handling tasks
- Working in confined spaces
- Stretching
- Working at Heights
- Contact with discarded needles
- Driving
- Potentially working in a smoking environment
- Cash Handling
- Use of Display Screen Equipment

C. CONTROLS TO MINIMISE HAZARDS

The following specialist equipment will be provided for the traineeship.

- Personal Protective Equipment: n/a
- Protective Clothing: n/a
- Type of Vehicle (other than car): n/a
- Other equipment used: n/a

To control the hazards identified by this assessment, we are committed to providing Induction Health & Safety training plus further detailed training as appropriate to the post.

We want all our trainees to work in safe and healthy conditions. In accordance with health and safety legislation – all trainees have a duty to act responsibly and to do everything they can to prevent injury and ill health to themselves, work colleagues and others.