

Central London Law Centre Volunteer Job Description

Responsible to:

Administration Unit
Law Centre Staff Group

Outline of responsibilities:

To Staff the switchboard
To provide information and referral advice to clients of the Law Centre
To up-date the Law Centre's information library (as appropriate)

Main responsibilities of the volunteer:

- To be a part time volunteer in the administration unit of the Law Centre
- To take part in the phone rota system operated at the Law Centre, providing appropriate information and referral advice to clients contacting the Law Centre. In addition referring client enquiries to the appropriate units within the Law Centre.
- To take part in implementing and updating the Law Centres central information system.
- To carry out reception duties at the Law Centre during advice sessions and otherwise.

Expenses:

Travel to and from the Law Centre.

Hours:

Minimum commitment of one session as follows:

10am to 1.30pm or
1.30pm to 5.30pm

Minimum period required:

The Law Centre requires that you are able to give a minimum period of attendance of three months.

Person specification:

- Must agree with the aims of the Law Centre and be committed to our equal opportunities policy (see our policy statement below).
- Must be able to give a minimum commitment of three months.
- Ability to work co-operatively with colleagues.
- Ability to work on own initiative.
- Must have a good telephone manner.
- Good time keeping.
- Awareness of issues about information delivery to clients.

Equal opportunities policy statement:

This Law Centre (staff and managers) is committed to the principles of equal opportunities and anti-oppression, both in the services it provides to users and in its own practices within the Law Centre.

There is a comprehensive written policy document which is reviewed at least annually.

As a member of the Law Centres Federation, this Law Centre follows its Statement of Intent:

“The Law Centre recognises that in this society groups and individuals have been and continue to be oppressed and discriminated against on the grounds of their race, nationality, ethnic origins, marital status, responsibility for dependants, physical or mental disability, language, appearance, religious beliefs, age, class or because of being lesbian women or gay men.

The Law Centre recognises that passive policies are ineffective in combating discrimination and oppression. It will therefore positively seek to ensure that oppressed groups and individuals are not disadvantaged by its provision of services and that such groups are adequately represented within the staff group, and on the Management Committee. The Law Centre will actively assist oppressed groups and individuals to use its services.”