

Advertisement for Duty Officers – April 2022

Do you like working with people, are you a good organiser, and do you have about a day a month you could give to help your neighbours who are in need?

If so, would you consider joining our team of Duty Officers at St Albans Good Neighbours?

What would you be doing?

- One day a month, arranged at your convenience, answer our phone lines.
- Talk to our clients and arrange for their needs to be met by our volunteers.
- Use our popular and user-friendly computer system to arrange and record things.

What support will we provide?

- Our tried and tested 2 hour Zoom-based training course to get you up and running.
- Access to our Section Leader and other Duty Officers for ongoing help and guidance.
- IT support to help you use your own PC (scheme laptop available if required) and phone.
- Any expenses paid.

What do people like about being Duty Officers?

- It's rewarding to help people who need help, who are almost invariably very grateful.
- It's fun to be part of a team doing something positive in a good cause, that's been around supporting St Albans residents since the 1980s.
- The social contact with clients, other volunteers, and a close-knit team of Duty Officers. This is mainly on the phone, but outside of COVID, we also have team get-togethers.
- The flexibility – you do your duty on a day convenient to you, and if you have to miss a month, somebody else will cover.

What do you need?

- Good phone communication skills.
- Reasonable organisational skills.
- Basic computer capability and awareness (we will train you on the specifics).
- Above all, enthusiasm and a desire to help others!

We are excited to hear from you!