

Volunteer role description

Volunteer role: Community Support Volunteer
Key contact:
Placement: Peterborough, Cambridge or Chatteris?
Time commitment: Minimum commitment 1 x4 hour session week
DBS check level; Basic level DBS plus 2 satisfactory references

Training required: Age UK induction training is mandatory and you will not start your role with us prior to completing that. There maybe service specific training required. Thereafter volunteers are expected to attend at least 2 team or volunteer gatherings to share experiences and, receive training and support from the organised event.

INTRODUCTION

Age UK Cambridgeshire is an independent charitable organisation which exists to improve the life of older people in the county. The charity meets this objective by;

- Providing services
- Campaigning for a better deal for older people
- Working in partnership with other organisations
- Identifying, and finding new ways to meet new and changing needs

ROLE PURPOSE

To support any one of our services by assisting with admin duties and phone calls; either to clients or volunteers.

Skills/Abilities and experience beneficial to the role

A real desire to make a difference to people's lives but you may also have:

- An ability to work as a team member together with a friendly and enthusiastic approach
- Be reliable and committed to supporting Age UK CAP with an ability to empathise and engage with older people , regardless of cultural or social background
- Knowledge/experience of Microsoft Outlook
- Good telephone manner and listening skills
- Some experience of a customer service type role.

Tasks/responsibilities

- General Admin duties such as filing, photocopying, making phone calls.
- Data inputting as required.
- Assisting with mailshots and fundraising
- Face to face meet and greet in offices
- Supporting one of our services on an adhoc basis.
- To accept the supervision, support and direction offered by Age UK CAP
- Raising awareness of general services and activities which might be provided by Age UK CAP or others, to the benefit of older people and their families