

Volunteer role description

Volunteer role: Home Service admin volunteer
Key contact: Home Service coordinator
Placement: Cambridgeshire and Peterborough offices
Time Commitment: Minimum 1 x 4hour session weekly
DBS check level: Basic level check 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 may be additional on the job service specific training required Thereafter volunteers are expected to attend at least 2 team/volunteer meetings per year to share experiences and, receive training, support and direction from the organised event

INTRODUCTION

Age UK Cambridgeshire and Peterborough 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 the smooth running of the home service by providing administration support to the Home Co-Ordinator.

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
- Have good attention to detail and good communication skills
- Be reliable and committed to providing excellent customer service with an ability to empathise and engage with older people, regardless of cultural or social background

Tasks/responsibilities

- General admin tasks, such as filing, photocopying, dealing with post, laminating
- Carrying out client reviews of the service over the telephone or sending out in the post as applicable
- To partake in carrying out surveys as and when required
- To accept the supervision, direction and support 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