

## Volunteer Role Profile



### Administrator

#### Introduction

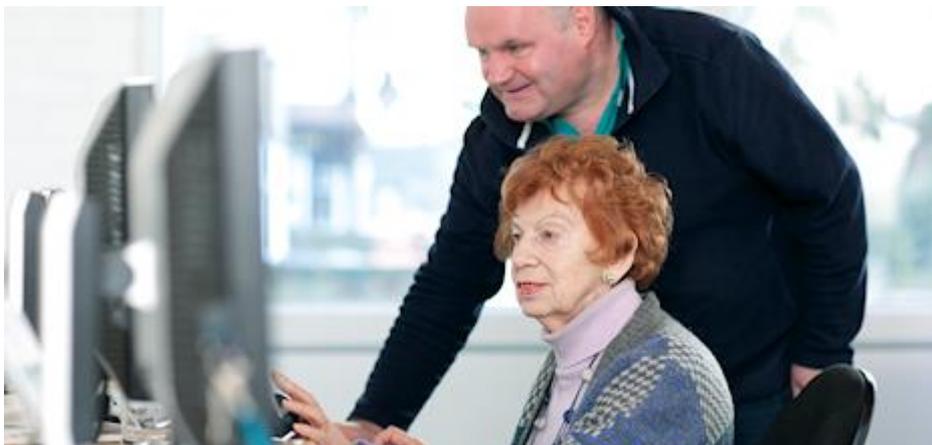
Age UK West Sussex, Brighton and Hove have a variety of services that require administration support. Our First Point of Contact (FPOC) Team, Information and Advice (I&A) team, the Multi disciplinary Prevention and Assessment Team (PAT) and our Befriending service

All these teams need support with a variety of administration, this includes customer satisfaction surveys, collating data and supporting the coordinators with producing reports, inputting data on our bespoke database (Charitylog) printing and scanning, sending out information to clients and many other ad-hock tasks

#### Purpose of volunteer role

To perform administration tasks in the office

**Responsible to: Coordinator of the relevant service**



### **Main tasks**

- Photocopying, filing and shredding
- inputting data on both the Age UKWSBH bespoke database and WSCC Mosaic database
- Preparing mail merge letters
- Collating mailings ready for posting
- Locating and researching suitable meeting venues
- Collating data for specific tasks
- Preparing information packs and materials for talks and presentations
- Ordering and re-stocking leaflets and information
- Minute-taking
- Matching volunteers with organisations and maintaining the diary.

### **Personal qualities most suited to this role**

- A methodical and orderly approach
- Experience of using a computer, in particular Word, Mail Merge, database and MS Teams
- A good command of written and spoken English and good communication skills
- An excellent telephone manner
- Patient, flexible and reliable
- Able to use own initiative and work as part of a team
- Understand the need for confidentiality
- Prepared to undertake training to support continuous improvement
- A sense of humour

### **How much time is involved**

This is a flexible post that might suit several volunteers with varied skills. We ask for a commitment as a minimum of three hours a week due to the training that is required for this role

### **Confidentiality**

We expect you to maintain confidentiality - please don't talk about the client's personal details to anyone, including your partner or friends. The only exception to breaking confidentiality is safeguarding and you should then only discuss the concerns with your line manager. If you are talking about a client in a group debrief session, please only discuss the case details that are relevant to the session and ensure you anonymise.

### **Safeguarding**

You may come across clients who are at risk of abuse, neglect or harm. We need to ensure these cases are followed up and you can help us to do this. It doesn't matter if you cannot provide all of the information required or if you are unsure about what kinds of potential harm you are reporting.

These risks might include: scamming, being physically harmed, medication error, indications of being a victim of crime, significantly mentally confused, or at risk of harming themselves.

Even if someone tells you something in confidence, you must say that you are now worried about them and have a duty to let someone else know. Please remember that in an emergency situation, where there is immediate risk of serious harm to a person or property call 999.

### **Boundaries**

Boundaries are important to maintain safe relationships for both parties. You are interacting with the client to support a benefit application, you are not contacting them to strike up a friendship. This will make sure that you are also safe and not taking on any emotional stresses that will leave you feeling vulnerable or anxious and/or worried too.

Someone may have a practical or emotional difficulty that they need help with and you can pass that on. It is natural to want to help someone, and the right services have the qualified social workers, therapists, medical professionals or financial advisers that are able to do this. This is their role and they have the right information, support and supervision in their organisations to do this safely.

When boundaries are not maintained you can be left feeling taken advantage of, the recipient can ask/expect unrealistic things from you and ultimately it can leave people feeling as though they are not getting what they need from the volunteer role or from the service. If you feel that someone is asking for or discussing something that you are not comfortable with, then talk to us and we can support you with how to work this through.

### **Volunteer Agreement**

I have read and understood the above Role Description and would like to become a volunteer for this service.

Signature.....

Date.....