

Volunteer Role Description

- Role:** Administrative Volunteer
- Responsible to:** Volunteer Co-ordinator.
- Aim:** To have an active administration role within the Carers Link Lancashire team based in Accrington.

Specific Roles

- Making telephone calls
- Helping with general administration work
- Filing, typing and general office duties
- Maintaining and updating records
- Attend relevant meetings and events when appropriate.
- Attend regular support sessions.
- Undertake further training when necessary.
- Flexible with hours/times

Person Specification

Essential Abilities and Aptitudes

- To have good communication skills; to be able to listen and communicate effectively.
- Have a working knowledge of Microsoft Word, Excel and other applications.
- To show commitment to the role and services.
- To work alone and within a team; to be able to ask for and give support to others within the team.
- Support colleagues with administrative tasks.
- To work within confidentiality policies.
- Adhere to the organisation's policies and procedures at all times.
- To be responsible for own personal development and be willing to undertake further training in line with the needs of the role.
- Good interpersonal skills.
- You should ideally have some experience in an office environment.
- Reliability and punctuality.
- To be flexible.

Supported by:

Organisational Values

Our organisation as an agreed set of values that everyone shares and we look for these essential values in all our volunteers

- **Inclusive** – We aim to ensure that we are accessible for all members of the community, encouraging and valuing individual difference and diversity.
- **Honest** – We aim to provide services that are fair, sincere and genuine in their principles, intentions and actions.
- **Committed** – All people accessing our organisation will receive dedicated person centred support and information to benefit their individual needs.
- **Respectful** – We aim to listen to, understand and respond to individual needs in a kind, caring and compassionate manner.
- **Empowerment** – We support people in accessing opportunities that empower them to make their own choices and decisions to improve their quality of life, creating a culture of enablement, not dependency.
- **Non – Judgemental** – All staff and volunteers practice in a non-judgemental, unbiased manner, free from personal standards and opinions.
- **Confidential** – We ensure that all information known about individuals accessing our services is kept both confidential and secure, only sharing that information with the permission of the individual. We also ensure that all individuals are informed of the circumstances under which confidentiality may be breached.
- **Equality** – It is our policy to be proactive in tackling all forms of inequality, discrimination, prejudice and social exclusion.
- **Professional** – We will ensure all staff and volunteers are prepared, trained and supported in their role and provided with the opportunities to develop their skills and experience within a nurturing environment.