



## Volunteer Role Description

Title	Administration Volunteer
Volunteer Lead	Community Engagement Coordinator/Admin Team Leader
Location	Cornwall
Time Commitment	Flexible hours between 9am – 5pm, Monday to Friday

### Role summary

This is an exciting opportunity to develop and use your administrative skills to support the day-to-day work of the Administration team in our Cornwall service. As an Administration Volunteer you will help to maintain volunteer documentation, respond to emails and phone calls, update electronic databases and any administrative tasks as required.

### What will you be doing?

- Supporting the administrative team with tasks, including scanning, copying and filing.
- Supporting with the screening of phone calls to ensure they get to the correct team or most appropriate member of staff.
- Helping to ensure that client information displayed in shared spaces is tidy, current and relevant.
- Maintaining accurate records of all contacts on our case management systems
- Supporting the Volunteer Team to ensure that admin, record-keeping and communication within the volunteer programme are maintained, including helping to update electronic databases.

## The skills you will need?

- Ability to work with people in a non-judgmental and solution-focused way
- Able to work independently and as part of a team
- Understand the challenges faced by the people using our services
- Ability to manage time effectively
- Able to follow instructions and act on own initiative within set boundaries
- Able to demonstrate flexibility and resilience when adapting to certain situations
- IT literacy; previous experience of data entry and working on recording systems may be helpful
- Good command of the English Language both verbally and in writing
- Ability to respect and maintain confidentiality

## What's in it for you?

- Access to relevant training throughout your time with us
- Gain valuable experience and insight into the inner workings of a Community Drug and Alcohol service
- Volunteer alongside a friendly and professional team that makes a real difference to people's lives
- Opportunities to undertake other aspects of volunteering in addition to admin
- Support at every stage of your journey as a volunteer, including an assigned member of staff for supervision and development
- Reimbursement of out of pocket expenses, in accordance with our volunteer expenses policy
- An opportunity to feedback about your experience volunteering with us
- Access to We Are With You employee assist programme

Please note that we require you to be a minimum of 18 years of age to be considered for this volunteering role

This role is subject to Disclosure & Barring Service (DBS) check at a Standard Level