

## Volunteer Role Description

Title	Administration Support Volunteer
Volunteer Lead	Community Engagement Coordinator/ Admin Team Lead
Location	ROADS, Carnson House, Rotherham
Time Commitment	Flexible hours within 9–5pm, 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 Rotherham service. As part of the team you will provide a warm and friendly welcome to clients and visitors to the service to ensure a good first impression is made.

### What will you be doing?

- Supporting the administrative team with their tasks, including scanning, copying and filing
- Supporting the staff on Reception to help create a welcoming and professional atmosphere for visitors and the people using our service
- Welcoming clients and visitors on arrival
- Supporting the screening of phone calls to ensure they get to the correct team or most appropriate member of staff
- Actively promote and be part of developing recovery activities and events
- Providing notes of sessions to be input onto a case management system

### What skills and abilities will you need?

- 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
- Be able to work flexibly
- IT literacy; previous experience of data entry and working on recording systems may be helpful
- Good verbal and written communication skills
- Ability to respect and maintain confidentiality
- To develop firm boundaries to ensure a positive therapeutic experience

## What's in it for you?

- Access to relevant training throughout your time with us
- Opportunity to build experience for your CV
- Opportunity to be part of a team that makes a real difference in people's lives
- 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 volunteering experience 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 a Disclosure & Barring Service (DBS) check at a Standard level