

Carer Support Wiltshire Volunteer Role Description Admin/Office Work

Why do we need you?

The Administration support role has become an important and significant benefit to our regional office in Semington. The role provides day to day support within an admin office and specific tasks for the Support Services team; assisting with sending communications out to carers, uploading documents to a database, answering the telephone to updating records and communicating effectively with all staff when passing on messages.

The administration team is, in most, the first point of contact for all carers seeking support and guidance, the role is varied and you will become part of committed team, understanding the breath of CSW to speak confidently to those carers and supporters who call in.

How much time is needed for this role?

- Ideally able to commit a minimum of 4 hours per week; a morning or afternoon.
- This role is based at the Semington office, near Trowbridge

What activities will you be involved in?

- Welcoming guests to CSW and being part of the reception team within the administration office.
- Answering calls, keeping a log of enquires and sending out letters to carers.
- Assisting Support staff with record keeping.

What can you gain from this opportunity?

1. Improved understanding of the wider carer partnerships and support services
2. Comprehensive training programme and ongoing support and supervision
3. Reimbursement of out of pocket expenses as defines by Carer Support volunteer policy.
4. Volunteers will have the opportunity to meet with other volunteers through regular social events
5. Volunteers will receive the Carer Support Wiltshire Volunteer Newsletter.

Is there Induction and Training?

- You will receive a full induction before you start
- Additional training will be provided on subjects such as database, training for specific tasks
- Personal support will be offered by the Volunteer Manager through group or one to one meetings or by telephone calls

What are we looking for?

- Good communication skill and a confident telephone manner
- Friendly approach and willingness to work as part of a team and be empathetic to the needs of carers
- IT skills and knowledge of excel