

Volunteer role profile

Role	Volunteer administrator - customer service
Location	St Ives office
Responsible to (link supervisor)	Lizzie Hindler
Level of DBS check needed	Basic DBS check
Start date	ASAP

About Caring Together

Three in five of us will become a carer at some point in our life. Caring Together is an ambitious regional charity that provides emotional and practical support, advice and guidance to carers of all ages and their families, as well as opportunities to take a break from their caring role.

Our people

We employ around 150 people with approximately 50% of those delivering homecare in local communities. We are supported by a growing number of volunteers who contribute their time to our work.

Summary of the role

Support for our team to aid them in having the appropriate time to help people with their needs. Administration takes our teams away from the phones and we are looking for time to help with this. We are looking for those that can provide administration support electronically entering referrals on our systems and anything ad hoc that may come up.

Answering the phone if busy to relieve ensure call is answered.

Where you will be based

Head office at St Ives.

What you will do

- Post information packs, 'What If' cards and other relevant information.
- Take calls/contacts for carer services across Cambridgeshire, Peterborough and Norfolk.
- Take calls/contacts for Caring Together homecare team.

- Ensure details are recorded accurately onto the customer relationship management system in line with organisational guidelines and GDPR.

Your commitment

- Commitment to help with the influx of calls and deal with the post.
- Carrying out the role in accordance with Caring Together policies.
- Reporting any concerns about the service or service users immediately to your link supervisor.
- A willingness to attend training and supervision/support meetings as agreed.

Benefits to the volunteer

- Gaining new skills, both practically and personally.
- The satisfaction of knowing you are making an important and valued difference to someone's life/the work of Caring Together.
- Meeting new people and be part of a friendly team.
- Gaining valuable experience in the social care field within a voluntary organisation.

Our commitment to you

- The opportunity to use and enhance your existing skills and develop new, transferable skills.
- Reimbursement of reasonable travel expenses.

What we need from you

- Basic DBS check.

Skills and experience

- Excellent customer service, communication and interpersonal skills.
- Experience with Microsoft software (Word, Excel, PowerPoint) and makes the best use of technology.
- Excellent customer service ethos.
- Demonstrates a high-level of attention to detail.
- Able to work under pressure and cope with change and conflicting priorities.
- Engaging and positive personality.

Get in touch

If you think this opportunity could be for you, please call 07843 327485 or email volunteers@caringtogether.org

Caring Together is committed to safeguarding and promoting the welfare of vulnerable adults and children and expects staff and volunteers to share this commitment.

We are inclusive. We celebrate multiple approaches and points of view. We are an equal opportunities employer and expect staff to respect the personal choice and lifestyles of colleagues, carers, and people with care needs.