



## NIDAS Volunteer – Admin and Office Support

**Title:**

Administration and Office Support Volunteer

**Purpose:**

To provide admin support to the NIDAS team in order to:

- allow project workers and their volunteers to provide an effective service to clients
- ensure the smooth running of the NIDAS team Office

**Tasks:**

- Letter writing
- Telephone calls
- Client/referrer monitoring/evaluations
- General office duties including photocopying and filing
- Setting up client files
- Database input
- Typing (using Word on computer)
- Shredding confidential documents as required
- Preparing various information/application packs as required
- Undertaking typing (using Word on computer) and photocopying as required
- Preparing Visitors' and Volunteers' packs as required
- Looking up clients' details and inputting data in the client database as required
- Shredding confidential documents as required
- Carrying out other relevant tasks as required
- Working at all times in accordance with NIDAS's confidentiality, equal opportunities, professional boundaries and health & safety policies
- Working as part of a team and with other NIDAS staff and volunteers
- Participating in training, support and supervision sessions as required

**Location:**

NIDAS, Mansfield Business Centre, Ashfield Avenue, Mansfield, NG18 2AE

**Time Commitment:**

Office hours are 9:00 – 5pm Monday to Thursday and 9:00 – 4.30pm Fridays – role could be shared amongst a number of volunteers

**Support and Supervision:**

Volunteers are supported and managed directly by the Director of Service Delivery and Development. We are currently in the process of recruiting a Volunteer Co-Ordinator who we hope to be in post September 2018

## **Skills/Experience Required:**

- An understanding and interest in the needs of older people
- A friendly, professional and welcoming manner
- An ability to demonstrate patience, sensitivity and reliability
- An open minded approach to individuals, avoiding judgement and stereotyping.
- Ability to listen to others and explain things clearly without jargon or being patronising
- Excellent oral and written communication skills
- Excellent telephone manner
- Ability to write legible and intelligible notes and records
- Willingness to work according to policies and standards and to take a flexible approach to project requirements
- Sufficient computer literacy to undertake simple typing in order to send emails, type letters and input data accurately.
- Attention to detail in filing, collating documents, compiling packs etc.
- Carrying out tasks according to our policies and standards, in particular confidentiality equal opportunities/anti-discriminatory/diversity, health and safety
- Ability to work as part of a team, and to work with Age UK staff and other agencies and to seek and offer support
- Willingness to attend training, support and supervision meetings as required
- Awareness of discriminatory practices and equal opportunities issues; and a commitment to social justice and equity

## **Induction and Training:**

- An introduction to the service and the team
- The core aims and values of the service
- An opportunity to 'shadow' teams to enhance learning and development
- Completion of a volunteer agreement – a non-legally binding agreement which outlines your role and expectations.
- Supervision and support networks

## **Benefits to the Volunteer:**

- Give something back to an organisation that has impacted on a person's life, either directly or indirectly
- Make a difference to the lives of others
- Support the wider team to help others in our community less fortunate or without a voice
- Feel valued and part of a team
- Spend quality time away from work or a busy lifestyle
- Gain confidence and self-esteem
- For some, volunteering can be a route to employment, or a chance to try something new which may lead to a career change. From this perspective, volunteering can be a way of:
  - Gaining new skills, knowledge and experience
  - Developing existing skills and knowledge
  - Enhancing a CV
  - Improving one's employment prospects
  - Gaining an accreditation
  - Using one's professional skills and knowledge to benefit others (usually described as pro bono)
- For others, volunteering appeals because of its social benefits. These include:
  - Meeting new people and making new friends
  - A chance to socialise
  - Getting to know the local community