

## Administration Volunteer

### Role description & Person Specification

#### About us

Possability People is a disability charity based in Brighton & Hove with services across the city and into East and West Sussex. We are a user led organisation that promotes independent living for all and works toward equality by inspiring disabled people to identify barriers and define solutions.

Possability People: At Home is our Care Quality Commission registered home care agency. We provide care and support to our clients ranging from medical support and personal care to other tailor-made arrangements. Clients have consistency, as all shifts are at the same time and on the same day each week and they have the same Personal Assistant (PA) coming each visit.

#### What we need

We need volunteers to provide general administrative support for the service, including maintaining accurate records and carrying out client and PA telephone reviews.

#### Skills you will gain

- ✓ Written communication skills
- ✓ Verbal communication skills
- ✓ Professional phone etiquette
- ✓ Customer service skills
- ✓ Problem-solving
- ✓ Multitasking and prioritising
- ✓ Familiarity with Microsoft Office and Excel.
- ✓ Knowledge of a range of different software
- ✓ Experience of team working
- ✓ Knowledge of the care industry
- ✓ Adaptability

## What we offer

Before starting with us you will attend a Group Induction Day to familiarise you with our culture, ethos and working practices and to prepare you for your role.

All volunteers have a full induction into the role with ongoing training and support from their volunteer lead, including day-to-day supervision and quarterly one-to-ones. Volunteers are invited to attend team meetings and social events throughout the year.

You will have access to a range of free courses, including confidence building, computer skills, disability equality, customer services, and more.

If you are looking to get back into work we can offer additional resources and tool kits, whether that's around explaining a health condition to an employer, how to write a brilliant CV, or ways to build your confidence in the work place; after 6 months we can provide an employment reference for you.

Volunteering for us will give you the opportunity to meet new people and work alongside them to do things which you wouldn't or couldn't do alone e.g. challenging discrimination, reviewing services, delivering training.

Volunteers are made to feel welcome as part of the Possability People Team.

## Role description

Here are some of the tasks you could be doing. Don't worry if you don't know how to do all these as full training and support is given.

- Provide general administrative support to the office team.
- Support with keeping the office files up to date.
- Review and update client documentation.
- Update PA records, including training information.
- Contact staff, clients and professionals via telephone and email.
- Attend recruitment events and other promotional activities.
- Support with social media and comms.
- Ensure that the policies and procedures are followed and at all times to recognise the Equal Opportunities policy.
- Maintain confidentiality on all enquiries received and all information regarding any clients.
- Attend internal and external training identified in line with role and aspirations.

## Context

This role is based at our Hove office, 3 Rutland Gardens, Hove BN3 5PA.

Shifts are within office hours (9-5), Tuesday to Saturday. We can usually be flexible with days and times if needed, but a commitment to regular slots each week is essential. We ask for a minimum commitment of 1 shift per week for 6 months.

We are happy to discuss reasonable adjustments with you; for example, changes to shift times, provision of equipment, additional support needs.

This role is supported by the At Home office staff team.

All volunteer appointments are subject to satisfactory references and DBS Clearance.

## Person Specification

These are some skills, knowledge and experience we are looking for. However, if you don't have these don't worry as we can offer training and development within these areas:

- Calm and supportive temperament
- Positive and enthusiastic demeanour
- Reliable and able make a regular time commitment
- Able to maintain confidentiality
- Able to listen and relay information with precision
- Some experience of working in an office or administrative role
- Confident telephone manner
- Competent computer skills
- Good organisational skills
- A commitment to the provision of quality services and support for disabled people.
- A commitment to the principles of equal opportunities for all service users.

Name:

Signed:

Date:

**For more information on volunteering with us:**

Web [www.possabilitypeople.org.uk/volunteer](http://www.possabilitypeople.org.uk/volunteer)

Email [volunteer@possabilitypeople.org.uk](mailto:volunteer@possabilitypeople.org.uk)

Phone 01273 89 40 40



**If you would like this document in a different format please let us know**