

VOLUNTEER PROFILE

POSITION	Initial Contact Team Admin Volunteer		
TEAM	Coastline Homeless Service	LOCATION	Day Centre
VERSION	3 rd	LAST UPDATED	November 2017

PURPOSE OF ROLE	To assist the Initial Contact Team in ensuring the smooth running of the Day Centre and Crisis Accommodation services by undertaking administrative tasks.
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KEY TASKS

1. Take the minutes of the weekly Initial Contact Team meetings; type up and distribute to relevant staff members.
2. Take the minutes of the monthly HAG meetings; type up and distribute to the relevant staff members/agencies.
3. Input, update and attach client information to INFORM.
4. Update accommodation notice board with current accommodation vacancies from the West Briton and SpareRoom.com.
5. Keep a stock take of stationary and order when required.
6. Undertake filing or archiving as required.
7. Keep records as required.
8. Accept telephone calls and queries, taking and passing on messages or transferring calls through to the relevant person.
9. Ensure posters displayed on the Day Room, Phone Room and IT suite noticeboards are up-to-date.
10. Assist with general administrative tasks required by the Initial Contact team and manager as and when required.

DESIRABLE SKILLS

1. Admin Experience
2. Organisational skills
3. Good use of initiative
4. Communication skills
5. Computer literate
6. Reliable

GENERAL TASKS (THIS IS STANDARD FOR ALL VOLUNTEER ROLES)

1. Represent the Company positively with all external agencies.
2. Establish, develop and maintain effective working relationships with all staff, volunteers, clients and actively promote the buddy system with active partners
3. Ensure compliance with the Company's Health and Safety policies and procedures.
4. Continually promote equal opportunities and client care in full compliance with the Company's policy and standards.
5. Ensure adherence to the confidentiality policy in all aspects of volunteer tasks/duties.
6. Attend and participate in meetings as required by the Client Development and volunteer worker, including supervision and training.
7. Undertake specific tasks and projects as requested.
8. Manage personal 'workload'.
9. Carry out relevant tasks appropriate to this role.
10. Comply with the relevant Company and Group policies and procedures which relate to volunteers.

REPORTING

- Reports to: Client and Volunteer Development Worker

CONTACTS

Internal

- Kirsty Hickson – Business Manager
- Lynsey Johns - Supported Accommodation Manager and Team
- Julie Poole - Initial Contact Manager and Team
- Tamsyn Pegler - Client and Volunteer Development Worker
- Volunteers

External

- External agencies (statutory and voluntary)