

## Volunteer Role Profile

<b>Role Title</b>	Volunteer Administrative Assistant Hospice / Retail and Fundraising
<b>Time commitment</b>	Usually about 3-4 hours per week either in the morning or afternoon but we can be flexible according to your availability.
<b>Point of contact</b>	Ginny Toubal, Volunteer Services Lead, Hospice or Lorraine Hunt, Volunteer Services Lead, Retail/Fundraising depending upon which department you are supporting.
<b>Location</b>	St. Raphael's Hospice, London Road North Cheam SUTTON SM3 9DX
<b>Why we need you?</b>	To help our various departments with administration for us to deliver exceptional palliative and end of life care to our patients and those important to them.
<b>What will I be doing?</b>	<ul style="list-style-type: none"> <li>➤ Assisting with general admin tasks such as filing, photocopying, scanning, shredding, taking and recording accurate messages</li> <li>➤ Maintaining databases using Word and Excel</li> <li>➤ Supporting the Volunteer Services Leads in the recruitment process: dealing with general email enquiries regarding volunteering, applying for references, general admin associated with the process.</li> <li>➤ Taking minutes of volunteer support meetings or other meetings as required.</li> <li>➤ Data entry onto NXT/Raisers Edge</li> </ul>
<b>What makes a good Volunteer Administrative Assistant</b>	<ul style="list-style-type: none"> <li>➤ Knowledge and experience of outlook, word and Excel</li> <li>➤ Interest in working with the public and in a team</li> <li>➤ Good communication skills</li> <li>➤ A friendly manner</li> <li>➤ A good sense of humour.</li> <li>➤ Good organisational skills and being meticulous to detail.</li> <li>➤ Ability to take detailed messages for staff &amp; Volunteer Leads</li> <li>➤ Ability to build up rapport with members of the Volunteer Services Team, members of other departments and other members of the multi-disciplinary team.</li> </ul>
<b>Induction and Training</b>	<ul style="list-style-type: none"> <li>➤ Your induction and training will provide you with an opportunity to get to know the wider team and ensure you are familiar with the role and feel comfortable.</li> <li>➤ The induction and training will lead straight into your first shift, which will give you a taster of what the role will entail.</li> </ul>

	<ul style="list-style-type: none"> <li>➤ Prior to your shift you will be given a guidance document that will provide key information and our volunteer policies and procedures.</li> </ul>
<b>What's in it for you?</b>	<ul style="list-style-type: none"> <li>➤ Lots of FUN &amp; being part of a friendly team</li> <li>➤ It will allow you to get involved in your local community and meet new friends.</li> <li>➤ You will gain valuable experience such as Team work, communication skills and using your initiative.</li> <li>➤ Boost your confidence and your CV for future jobs – we will provide you with a reference.</li> <li>➤ We will reimburse reasonable out of pocket travel and parking expenses</li> <li>➤ Provide refreshments</li> <li>➤ Provide a unique volunteer T-shirt (optional for this role).</li> </ul>
<b>What to do if you are interested</b>	<p>Please complete the registration form. If you are successful the relevant Volunteer Lead will contact you for an informal discussion.</p> <p>If you have any further questions, please email  <a href="mailto:ginnytouba@straphaels.org.uk">ginnytouba@straphaels.org.uk</a> or  <a href="mailto:lorrainehunt@straphaels.org.uk">lorrainehunt@straphaels.org.uk</a></p> <p style="text-align: center;">We look forward to hearing from you!</p>