



# Administration Volunteer

## Role Description

Responsible To	Volunteer & Training Coordinator
Purpose of Role	<p>Carers of East Lothian are seeking a volunteer to help with the organisation's administration and support the wider admin team.</p> <p>This voluntary role involves a commitment of half a day a week between Monday and Thursday on a regular day/ time each week. The volunteering will take place at the CoEL office, East Lothian Community Hospital, and will occur at a time when the volunteer can be supported by admin staff. Specific time can be agreed between the volunteer and the admin team.</p>
Responsibilities and Activities	<ul style="list-style-type: none"> <li>• To provide a warm welcome and meet and greet visitors to CoEL.</li> <li>• To check and review CoEL's promotional displays and refresh stock where necessary to ensure materials are up-to-date and relevant.</li> <li>• To use the organisation's database to input data, update records and file documents as directed by the admin team (full training and support will be provided).</li> <li>• To send out information to carers electronically or by mail, including welcome packs for carers new to the organisation.</li> <li>• To meet regularly with the admin team to troubleshoot any challenges.</li> </ul>
Skills and Experience Required	<ul style="list-style-type: none"> <li>• Good listening and communication skills.</li> <li>• Ability to contribute to a warm and welcoming environment for carers and visitors to CoEL.</li> <li>• A good level of IT skill.</li> <li>• To be able to communicate either face-to-face, by email or by telephone with carers, the admin team and the wider staff team.</li> <li>• Good organisational skills.</li> <li>• Ability to manage time well.</li> <li>• Ability to input information into a database (training will be provided).</li> </ul>
Person Specification	<ul style="list-style-type: none"> <li>• A genuine interest in improving the support offered to carers in the local area.</li> <li>• A basic understanding of the potential ways in which caring for someone with a disability, health condition or addiction can impact a person.</li> <li>• A non-judgemental, compassionate attitude towards others.</li> <li>• Absolute respect for carers' confidentiality.</li> <li>• Volunteers must be over 18.</li> <li>• Ability to commit to a regular half day per week.</li> <li>• Ability to travel to East Lothian Community Hospital, Haddington.</li> <li>• A willingness, once in role, to discuss with the admin team and volunteer coordinator how this role could potentially be further developed.</li> </ul>

<b>What We Can Offer</b>	<ul style="list-style-type: none"><li>• The opportunity to become part of a friendly and dedicated team of staff and volunteers.</li><li>• The ability to make a real difference to unpaid carers across East Lothian.</li><li>• The chance to develop skills and experience in administration, listening and support.</li><li>• Full induction and training, and ongoing support from a nominated supervisor.</li><li>• Travel and other relevant expenses.</li><li>• References for future employment or volunteering (if desired).</li></ul> <p>Carers of East Lothian is a disability-confident organisation and carer-positive employer. We welcome applications from volunteers with disabilities and will make reasonable adjustments to enable you to fulfil your volunteering role, and aim to be flexible and take into consideration other responsibilities and commitments. Please talk to us about how we can support you.</p>
<b>Contact</b>	Catherine Cain (Volunteer & Training Coordinator) <b><u><a href="mailto:catherine.cain@coel.org.uk">catherine.cain@coel.org.uk</a></u> / <u><a href="mailto:centre@coel.org.uk">centre@coel.org.uk</a></u></b>