

Role Profile

Role Title:	Volunteer Administrator	Department:	Volunteer Services
Reports To:	Volunteer Liaison Officer	Hours	Flexible across the working week of Monday to Friday.
Responsible For:	N/A	Location:	Compton Hall
DBS Required:	No	DBS Level:	Not Applicable

Main Purpose of the role

The volunteering role is pivotal to ensure services throughout Compton receive continuous support. As such Volunteer Services is seeking someone with passion and a lot of empathy and energy and empathy to take on a challenge to give of your expertise or to build on existing skills.

The role will provide administrative support to the Volunteer Services Team by volunteering to help provide excellent operational service to each of the service providers, as well as assisting with the smooth running of the Volunteer Services office.

In joining us, you will play a key part in a small but dedicated and dynamic team with a big vision.

Main Responsibilities and Volunteering Tasks

The role will perform under the direction of the Volunteer Services Manager and Volunteer Liaison Officer to provide a variety of functions, delivering comprehensive and timely administrative support to the Volunteer Services Team that includes but not exhaustive to:

- Providing administrative support to the team and administrating own work, which will include answering the telephone, taking messages, opening and franking post, writing letters, word processing, filing, photocopying, stocktaking and organising room booking, etc.
- Assist in the Recruitment Process; telephoning applicants to arrange interviews and to ensure they meet Volunteering Matters'
- Collate and record Statutory and Mandatory training records
- Update Volunteer records on Compton database systems on an ongoing basis.
- Any other duties and / or tasks commensurate to the volunteering role.

Other

Governance and Risk

- All Volunteers have a responsibility to report all clinical and non-clinical accidents or incidents including actual or near misses onto Sentinel promptly and, where requested, to co-operate with any investigation undertaken.
- Comply with all Compton Care policies and procedures as outlined within the Governance framework.

Data Security

- Volunteers are always required to comply with Information Governance related policies and procedures when dealing with confidential information, which includes any information relating to the business of the organisation and its service users and staff.
- Volunteers must maintain high standards of quality in both corporate and clinical record keeping, ensuring information is always recorded accurately and kept up to date. In addition, records should be in line with the Compton Care brand, adhere to housekeeping rules surrounding internal / external communication styles otherwise known as Corporate Housekeeping and ensure compliance with GDPR standards.
- Volunteers must only access information, whether paper, electronic or in other media, which is authorised to them as part of their volunteering duties.
- Obligations of confidentiality shall not prevent Volunteers from raising genuine concerns about healthcare, or a belief that criminal conduct, breach of a legal obligation or health and safety breaches has been, is being or is likely to be committed or any information tending to show any of the above has been, is being or is likely to be deliberately concealed.
- Providing that any such disclosure is made in good faith and in accordance with the provisions of the Public Interest Disclosure Act 1998 and Compton Care's Whistle Blowing Policy.

Corporate Communication to Support the Charity

- Compton Care appreciate the work Volunteers undertake in supporting the organisations charitable activities.
- All charitable activities are managed by the Communication and Fundraising departments, and there might be times when the organisation may require Volunteers to participate in promotional or publicity activities.

Equality, Diversity and Inclusivity

- Everyone will take responsibility for promoting inclusive and accessible service provision, the volunteer's charters embrace a culture that values and respects difference - all sections of society including Volunteers should be respected and be able to give their best.
- All Volunteers should be familiar with, actively promote and work within Equality, Diversity and Inclusivity policies always ensuring that they do not unlawfully discriminate, either directly or indirectly, on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex, and sexual orientation
- All Volunteers shall be responsible for ensuring an environment free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all, and where all volunteers are recognised and valued.

Health and Safety

- All Volunteers have a responsibility to abide by all the safety policies and procedure provided by Compton Care and have an equal responsibility with management for any act or omission in maintaining safe working practices for the health and safety of yourself and others.

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Infection Control /Infectious Disease

- Volunteers will work to minimise any risk to patients, the public and other staff, from the effects of all viruses and other known associated infections by ensuring they are compliant with the Health Act 2006 – Code of Practice.
- All Volunteers must comply with the Compton Care Infection Control policy and procedure.
- All Volunteers must attend infection control training as required within their department or as directed by the manager of the area where they volunteer.

Role profile and Review

- This profile may be subject to change in the future. Any proposed changes will normally be discussed fully with the volunteer either at their annual appraisal or through individual consultation.

Safeguarding

- All Volunteers have a responsibility to support the safety and wellbeing of children, young people, and adults to reduce the risk of harm and to practice safeguarding in accordance with legislation.
- All Volunteers are expected to comply with existing local Safeguarding policies and procedures, to include Compton Care and Wolverhampton Safeguarding Children’s Board and Safeguarding Adults at Risk requirements.

Disclosure and Barring Service

- There are some roles within Compton Care that require a DBS application to be undertaken in order to be able to start work within the organisation. A rolling DBS check is undertaken thereafter every three years. This role profile will confirm the level of any DBS applicable to this volunteering opportunity.
- Rehabilitation of Offenders Act 1974 – Volunteers do not need to declare criminal convictions after the rehabilitation period set by the Court has elapsed (“spent”), however, during the rehabilitation period, convictions referred to as “unspent” must be declared.
- Volunteers with roles that provide health care services or controlled activities in accordance with DBS regulations will be exempt from the provisions of the Rehabilitation of Offenders Act by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (Amendment) (England and Wales) Order 2013. Volunteers must disclose all information about convictions (spent or unspent) and any other relevant criminal under the provisions of the Act.

Statutory and Mandatory Training

- All Volunteers are required to complete successfully any statutory or mandatory training as required by Compton Care or statutory auditing and regulatory bodies.
- Volunteers should attend refresh training as required and undertake any additional training as part of volunteering for the organisation.
- All Volunteers will be required, as part of their annual appraisal, to demonstrate and evidence that their statutory and mandatory training is up to date.

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Person Specification – Volunteer - Administrator		
Education/Qualifications	Essential	Desirable
GCSE Math's or equivalent	✓	
GCSE English or equivalent	✓	
ECDL or equivalent Microsoft office qualification		✓
Experience		
Proven administration experience		✓
Demonstratable recruitment administration experience		✓
Experience using Microsoft Office		✓
Ability to work as part of a team and have effective working relationships	✓	
Experienced of working in a fast-paced demanding environment	✓	
Skills, Knowledge & Abilities		
Able to apply high levels of common sense and logic	✓	
Must be committed to providing a high quality, efficient and flexible service	✓	
Ability to work in a highly confidential environment	✓	
Attention to detail	✓	
Personal Attributes		
Excellent interpersonal skills and ability to communicate confidently	✓	
Take pride in work and is self-motivated to produce high quality, well presented work.	✓	
High level of enthusiasm and with high levels of attention to detail	✓	
Capable of working independently whilst maintaining good organisational skills	✓	
Excellent team working skills and the willingness to learn more	✓	
Flexible, willing to carry out any task needed to support the wider teams.	✓	
Resilient with the ability to adapt to changing deadlines and demands	✓	