

# Volunteer role description

Title:	<b>Care home administrative support volunteer</b>
Supported by:	<b>You will have a named contact</b>
Main purpose:	<b>To provide support for the home by assisting with office functions and customer service</b>

## 1 Overview of the role

To provide support for the home with administrative tasks and responding to enquiries.

Our care homes are requiring additional support in this time of Covid-19 outbreak. These roles are designed to offer homes help to keep providing excellent care to our residents.

## 2 Responsibilities

- To assist the Administration Team with tasks as directed. These may be helping with answering telephone calls, taking messages, filing, photocopying, dealing with post and parcels and other clerical duties. In addition you may also help at reception and be the first contact for visitors
- To be flexible in which tasks are performed
- To adhere to strict infection control measures and good hygiene as directed
- Report any concerns to the person who supports you
- To be familiar with and to adhere MHA's Health and Safety Policies and policies relating to your volunteering role
- Inform your named contact at the earliest opportunity of any change in circumstances which affect your ability to continue with volunteering, such as holidays or periods of time you cannot
- Inform your named contact immediately if you have any symptoms of Covid-19, have had any exposure to people with Covid-19 or who are self-isolating

## 3 Skills and qualities needed for this role

- Good communication and customer service skills
- Work under some pressure
- Be able to use your initiative
- Have the ability to multi task or move from one task to another as the need arises or as you are directed
- To be well organised
- Flexibility
- Ability to take instruction and direction
- To be mindful of infection control and good hygiene at all times

- An understanding of the needs of older people
- You will be reliable and punctual
- You will enjoy working with older people

#### **4 What training and support will be provided**

- We will provide you with a full induction for the role
- Training on safeguarding, health and safety, handwashing, infection control, fire safety and other training relevant to the role as appropriate
- Ongoing support from a named contact
- Out of pocket expenses in accordance with MHA's Expenses Policy

#### **5 Times and Commitment**

- We are flexible in times and days available
- We need help and support during this current period of Covid-19 outbreak

If you are interested in this role please contact **[INSERT LOCAL DETAILS]**.

For more information on MHA and our work please contact us:

#### **Methodist Homes**

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#### **bringing quality to later life**

Chief Executive: S Monaghan Chair: J Robinson

Methodist Homes, Charity No. 1083995

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