

Office Assistant Volunteer Role Description

Ealing Carers Service aims to provide a holistic approach in supporting carers living in the London Borough of Ealing. This will be through social activities, support groups and advice, information and signposting.

We are looking for enthusiastic volunteers who can support our small team **either at Sycamore Lodge in Acton or Elm Lodge in Greenford**. The Office Assistant Volunteer would help us organise both of our offices; from filing and ordering supplies to setting up rooms for activities and welcoming carers. There is a lot of potential in this role to shape it to areas you are interested or experienced in.

Main Tasks:

- Supporting the Carers Service Assistant.
- Organising and maintaining the smooth running of reception/office areas.
- Ensuring stock levels are monitored.
- Helping update our social media and website.
- Telephoning clients and local organisations when needed.
- Assisting in the organisation of paperwork.
- Potentially working on an e-newsletter or publication materials for carers.
- Helping make the building(s) a nicer place to be!
- Filing and organising paperwork.

Skills & Experience Required:

- A positive and supportive approach.
- Patience and understanding.
- Reliability and an ability to maintain confidentiality and professional boundaries.
- An understanding of safeguarding vulnerable people (training provided).
- IT literate with a good knowledge of Microsoft packages (highly desirable).
- Good telephone manner and people skills.
- Organised and good attention to detail.
- Willingness to undertake an enhanced DBS check.
- The desire to take initiative and solve problems ahead of time.

Support and Training:

You will be given appropriate orientation and/or training to carry out your role and regular supervision. We also aim to offer a number of social events throughout the year to integrate you into the team!

If you are interested in applying please fill in an Expression of Interest Form and/or email spaterson@carerstrustthames.org.uk in order to obtain one.

Thank you for your interest in supporting our growing service! We look forward to hearing from you.