Volunteer Role Description

Thank you for your interest in volunteering with us! We rely on the help and dedication of volunteers to support the wide range of services that we provide to people living with sight loss in the area, and we recognise the huge contribution our volunteers make to the effectiveness of our organisation.

**Role:** Services Support and Admin Volunteer

**Location:** The Vassall Centre, Gill Avenue, Bristol BS16 2QQ; or  
St Lucy’s Sight Centre, Browfort, Bath Road, Devizes, SN10 2AT; or  
81 Albion Street, Cheltenham, GL52 2RZ

**Purpose:** Seeking feedback from our clients helps us to continuously improve our services and it also provides key outcomes data to help secure funding for our vital advice work. We also like to check in with people who have previously used our services to ensure that they know what additional support we can offer them if needed.

We require an organised and friendly team player to make evaluation, catch-up and review calls to our clients, as well as provide ad hoc admin support for the team. As a small but busy team, your support will be invaluable to the smooth running of our advice service.

## What will you be doing?

Key tasks:

Conducting client evaluation, catch-up and review telephone calls

Inputting data into our client management database

Reporting back any issues or concerns to your key contact

Additional ad hoc tasks:

Ensuring resource information is kept up to date and equipment is checked and charged up

Sending out welcome packs to new clients

Assisting the team with other admin tasks as required

## What skills and experience are needed?

* Friendly patient and approachable
* Comfortable talking and listening over the telephone
* A good knowledge of Microsoft applications
* A working knowledge of databases is desirable but training will be given
* Good attention to detail
* Good team player

## What will you gain from the role?

* The knowledge that you are contributing to the smooth running of the advice service, which makes a real difference to the lives of people living with sight loss
* Transferrable skills and experience in the areas of communication, IT, advice and guidance and team working.
* Experience of working with a range of different people
* Experience of working within a friendly team

## What support will be given?

Induction and relevant training

Expenses

Supervision and support from the Volunteer Coordinator, as well as your key named contact in the office

Additional training as appropriate

## When will you be needed?

This can be flexible to fit around you

## How often will you be needed?

A minimum contribution of 3 hours per week; 5 hours would be ideal. A willingness to commit to the role for at least three months.

## References and Checks

Two references and Enhanced DBS check required prior to starting in role

## End of Document

Tel 0117 322 4885, Email info@sightsupportwest.org.uk

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