



## VOLUNTEER PROFILE

<b>POSITION</b>	Nos Da Kernow Admin Volunteer		
<b>TEAM</b>	Nos Da Kernow	<b>LOCATION</b>	Basset Road
<b>VERSION</b>	1 <sup>st</sup>	<b>LAST UPDATED</b>	12/01/2018

<b>PURPOSE OF ROLE</b>	To assist the Nos Da Kernow Team in ensuring the smooth running of the service by undertaking administrative tasks.
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## KEY TASKS

1. Read incoming referral by email or take over the phone and assess eligibility criteria.
2. Check what capacity caseworkers have for taking on another referral.
3. If caseworkers are at capacity, make contact with client on referral to ask if they still want support from Nos Da Kernow and advise them they will be added to the waiting list. Explain a caseworker will make contact with them as soon as one has capacity to take another client on.
4. If caseworkers have capacity, make contact with client to advise that a caseworker will make contact with them within 48 hours to arrange an appointment/assessment.
5. Add all details to Inform and attach SRF to the Inform system.
6. Send email to appropriate two caseworkers covering that area to advise that another referral has been added to the waiting list.
7. Send email with SRF attached to Melanie Moloney and Kieren Jordan for them to add to the Cornwall Housing PL database.
8. Add to client waiting list or allocations list as appropriate.

### KEY TASKS

9. Answer office phone and take messages and direct clients accordingly to caseworker's mobile numbers where necessary.
10. Email/call referring agent to advise if referral has been accepted or not, and whether gone on the waiting list or allocated to a caseworker immediately.
11. Keep paperwork up to date (photocopying forms i.e. housing benefit, dla, assessment forms, risk assessments, permission to discuss, risk scale forms etc.) and store in office drawer.

### DESIRABLE SKILLS

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|---------------------------|----------------------|
| 1. Admin Experience       |                      |
| 2. Organisational skills  | 5. Computer literate |
| 3. Good use of initiative | 6. Reliable          |
| 4. Communication skills   |                      |

### GENERAL TASKS (THIS IS STANDARD FOR ALL VOLUNTEER ROLES)

1. Represent the Company positively with all external agencies.
2. Establish, develop and maintain effective working relationships with all staff, volunteers, clients and actively promote the buddy system.
3. Ensure compliance with the Company's Health and Safety policies and procedures.
4. Continually promote equal opportunities and client care in full compliance with the Company's policy and standards.
5. Ensure adherence to the confidentiality policy in all aspects of volunteer tasks/duties.
6. Attend and participate in meetings as required, including supervision and training.
7. Undertake specific tasks and projects as requested.
8. Manage personal 'workload'.
9. Carry out relevant tasks appropriate to this role.
10. Comply with the relevant Company and Group policies and procedures which relate to volunteers.

## REPORTING

- Reports to: INIT Manager / Client Development and Volunteer Worker

## CONTACTS

### **Internal**

- Homes and Communities Theme Lead
- Initial Contact Manager and Team
- Client Development and Volunteer Worker
- Nos Da Kernow Team

### **External**

- External agencies (statutory and voluntary)