



# Coastline

## VOLUNTEER PROFILE

<b>POSITION</b>	Digital Access Volunteer		
<b>TEAM</b>	Housing Services	<b>LOCATION</b>	Coastline House
<b>VERSION</b>	1 <sup>st</sup>	<b>LAST UPDATED</b>	July 2018

<b>PURPOSE OF ROLE</b>	To assist Coastline customers with getting online and accessing Coastline's online services.
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## KEY TASKS

- 1) Assist customers to access online services via workshops/ drop in sessions at Coastline House.
- 2) Assist customers to set up an email address, register for Homehunt and access Coastline's 'My Coastline' Portal.
- 3) Contact customers on the 'Assisted Bidding' waiting list to apply for suitable properties according to their needs and preferences
- 4) Organise and deliver workshops/drop in sessions based on the information collected.
- 5) Liaise with staff members regarding the organisation of home visits for customers who have restricted mobility and require support with digital access.
- 6) Liaise with staff members regarding the organisation of digital access workshops out in the community.
- 7) Promote Coastline's online services amongst customers at Coastline Events.
- 8) Assist with general administrative tasks required by the Customer Access and Lettings teams as and when required.

## DESIRABLE SKILLS

1. IT skills
2. An understanding of Microsoft Office programmes.
3. Good organisational skills
4. Effective communication skills
5. Can use own initiative
6. Reliable

## 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, customers and actively promote the buddy system with partners.
3. Ensure compliance with the Company's Health and Safety policies and procedures.
4. Continually promote equal opportunities and customer 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.
11. Undertake mandatory volunteer training and any additional training which is deemed necessary for your volunteer role.

## REPORTING

- Reports to: Volunteer Worker and Customer Access & Lettings Co-ordinators/Managers.

## CONTACTS

### Internal

- Homes and Communities Theme Lead
- Customer Access Theme Lead
- Income Management Theme Lead
- Lettings Manager and Team
- Customer Access Co-ordinators and Team
- Volunteer Worker
- Volunteers/ Partner Programme Volunteers.

### External

- External agencies (statutory and voluntary)