



## Role Description - HWN Office Volunteer

### **Purpose of the role**

Office volunteers provide invaluable support to the HWN staff team by carrying out general administrative tasks. Where a volunteer has appropriate or specialist skills, other tasks may be available, e.g. communications and media work, data entry or helping with event preparation.

### **Main tasks and responsibilities**

A HWN office volunteer may undertake some of the following:

- General office duties including scanning documents, filing, shredding and photocopying
- Answering and transferring telephone calls
- Administration for organising events and conferences
- Preparation of leaflets and other publicity materials
- Monitoring and assessing media coverage of health and social care issues
- Data entry
- Identifying information and signposting opportunities

### **Skills and experience needed**

- Ability to work as part of a small team
- Good interpersonal and communication skills
- Basic IT skills
- Willingness to undertake relevant training
- Understand and respect the need for confidentiality

### **Time commitment**

- Office volunteers can do a regular weekly session or come in on an ad hoc basis as work requires, usually for 2-3 hours at a time
- Office volunteer opportunities are partly dependent on the resources available in the HWN office, including desk space and staff support

Approved 19 March 2018