

Centre Volunteers

Role

Providing a friendly welcome to carers visiting or phoning VOCAL, performing basic admin tasks and supporting the smooth running of our carers hubs.



Location

VOCAL Edinburgh Carers' Hub (60 Leith Walk, Edinburgh, EH6 5HB) or Midlothian Carer Centre (Hardengreen Industrial Estate, Dalhousie Road, Dalkeith, EH22 3NX).

Role description

- Providing a point of contact for carers visiting and calling our centres
- Performing administrative tasks such as responding to messages via email, accepting deliveries and dealing with incoming and outgoing mail
- Ensuring our carer centre is a welcoming, tidy and accessible space
- Registering new carers with VOCAL
- Gathering essential data for recording and updating our case management database as needed
- Supporting the delivery of training sessions by setting up rooms and welcoming participants and speakers



Expectations

- An understanding of carers' needs and the difficulties they face
- Capacity to maintain boundaries
- Good communication skills, including active listening and empathy
- Attention to detail when keeping records and following processes
- Some familiarity with using IT is helpful, but appropriate training will be provided
- Willingness to support with administrative tasks
- Willingness to attend induction and ongoing training
- Sensitive approach to confidential information received as part of your volunteering role
- Adherence to organisational policies and procedures, including safeguarding and data protection protocols
- Understanding of and commitment to the vision, mission and aims of VOCAL, in particular, equality and diversity
- Centre volunteers will be expected to undergo a Basic Disclosure check, which includes information on unspent convictions and is required for certain volunteer roles in Scotland. This application is free for volunteers.

Commitment

Three hours per week, with either morning or afternoon sessions available. Both of our carer centres are open Mondays, Thursdays and Fridays from 9am to 5pm, and Tuesdays and Wednesdays from 9am to 8pm.

Support

You will receive regular guidance and support by your volunteer manager. This will allow you to identify any relevant training which may be helpful, and you will be offered suitable development opportunities to support you in your role. You will also be invited to regular meetings with your peers.