**Admin Support Volunteer**

Carers Network is looking for an enthusiastic team player to support our work. We employ three teams of Caseworkers across the London boroughs of Hammersmith and Fulham, Westminster and Kensington and Chelsea.

We provide carer’s assessments to unpaid carers on behalf of the council. The carer’s assessments we provide are either face to face or over the telephone and look at the person’s emotional and physical health through looking at their current circumstances and agreed long term outcomes, such as accessing work or wellbeing activities.

This role will support our admin team through maintaining telephone contact with our service users, responding to voicemail queries and, where necessary, registering those individuals onto our database for a more in-depth call with one of our caseworkers. You will have the opportunity to develop your admin skills and gain knowledge in the services and resources are available in the community.

We offer training and continuous support, and the opportunity to be part of a small and vibrant team. We are looking for a volunteer to support us for a minimum of six months, for ideally two hours per week.

**The role:**

* Telephoning our service users to respond to their queries, and where appropriate, registering them for further communications.
* Calling our service users and gathering feedback on the quality of our services
* Helping with admin tasks: Scanning, photocopying, preparing letters…

**Person specification:**

* A team player who is not afraid to ask for support from the team if necessary
* Some experience using Microsoft Office is desirable
* Polite telephone manner
* Empathic to the needs and circumstances of our service users

To apply for this role please email your CV and covering letter to brian.jones@carers-network.org.uk