

## ROLE DESCRIPTION

**TITLE:** SERVICE SUPPORT VOLUNTEER  
**ACCOUNTABLE TO:** VOLUNTEER COORDINATOR / LINE MANAGER

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### OVERALL PURPOSE:

Service Support Volunteers will contribute to the day-to-day running of services to help maximise delivery. The role will respond to service need, this could include; administrative tasks, monitoring, research or promotional activities.

### MAIN DUTIES

- To work effectively with team members
- Support the running of the service through the completion of agreed tasks
- Attend supervision and volunteer at agreed times
- To comply at all times with The Carers Federation Policies and Procedures, with specific reference to Health and Safety, Confidentiality and Equal Opportunities.

**This role description is an outline and may be subject to change, with negotiation with the volunteer, as the post and the programme develops.**

## PERSON SPECIFICATION

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### SKILLS:

Ability to communicate effectively with people at all levels and a flexible approach	Essential
Ability to prioritise tasks and organise time effectively	Essential
Experience in administrative tasks	Desirable
Ability to communicate requirements effectively with Line Managers	Essential

### ATTITUDE:

A commitment to supporting carers	Essential
Reliable and willing to volunteer at pre-agreed times	Essential
Flexible and willing to respond to the needs of the service	Essential
Willing to learn about Carers Federation services and communicate this to others	
A commitment to equal opportunities	Essential
Willingness to undertake training, supervision and guidance.	Essential

This post is subject to a disclosure application with the Criminal Records Bureau as to the existence and content of any criminal record.  
 Asylum and Immigration Act: In order that the Company complies with the Asylum and Immigration Act 1996 (s.8 and amendments which came into force on 1<sup>st</sup> May 2004) all candidates are required to provide proof of eligibility to work in the UK.