

Volunteer Role Description



Role Title	Volunteer Family Support Administor
Department	Family Centre Service
Location	Broxbourne/East Herts/Welwyn Hatfield - Various
Hours	Various – minimum of 2 hours per week
Main Tasks / Responsibilities / Activities	<p>To provide essential administrative support for the Family Support Service:</p> <ul style="list-style-type: none"> • To work closely with the District Manager and Administrator • This may include data entry and record keeping, composing letters, post. • Use the specialist children & families’ database for data entry within specified timescales – data entry, running reports, providing statistics measuring impact and initial analysis of data • Producing, distributing and displaying marketing materials across sites. • Producing & distributing information across sites and for local partners. • Develop an understanding of the Service developments keeping staff and partners up to date. • Support in managing and organising events. • Attending meetings and taking minutes as delegated • Communication with staff, volunteers and partner organisations. • Undertake front of house responsibilities, providing a welcoming service at all times. • Maintain discretion and confidentiality to all service users • Assisting in organising team meetings and events. • Other tasks as requested by the Volunteer Champion.
Skills / Abilities / Experience / Qualities	<ul style="list-style-type: none"> • Knowledge & Experience of administration • Be of a friendly, welcoming and cheerful disposition • Passion for working with children & families • Good communication skills in English; in person & over the phone. • Reliable & punctual • Well organised, able to plan, prioritise and co-ordinate work • Be a team player with a flexible approach. • Be proactive & under your own initiative. • Competent with IT systems and software. • Good database skills and confidence to produce standard and tailored reports. • Non-judgemental and understanding of the diverse needs of children and their families. • Able to maintain complete discretion in handling confidential information.

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	<ul style="list-style-type: none"> • Respect the Christian ethos of the YMCA & uphold its values
Training / Support	<ul style="list-style-type: none"> • A full induction to the Family Support Service and specific sites will be provided. • Required to complete the following online training: Safeguarding Children & Young People; Safeguarding Adults; Fire awareness; Equality & Diversity; GDPR Essentials; Cyber Security; Manual Handling; Breast Feeding support - Level 1. • Plus a menu of optional training linked the role will be made available • Ongoing support with regular 1:1 meeting with the Volunteer Champion. • Opportunity to attend team meetings and events • Required to complete a monthly Hours record Form. • To understand and implement relevant YMCA Policies & procedures
Additional Information	<ul style="list-style-type: none"> • Undergo enhanced DBS check • X2 References required • Undertake additional training as and when required • Will my expenses be paid? We offer to pay volunteers' "out of pocket" expenses within agreed guidelines.

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SUPPORT & ADVICE

ACCOMMODATION

FAMILY WORK

HEALTH & WELLBEING

TRAINING & EDUCATION