

Gaddum

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Volunteer Role Description

Volunteer Role Title: Carers Manchester Communications and Admin Volunteer

Context: Carers Manchester Contact Point is a 'first point of contact' service that offers tailored support and advice to all unpaid carers in the Manchester City Council area.

We are a partnership between Gaddum and three other organisations (Manchester Carers Forum, Wai Yin Society and LMCP) working together to provide the contact point as part of the new Carers Pathway in Manchester.

Unwaged carers in Manchester are able access the contact point for information and advice around their caring role with just a phone call or e-mail. We operate a phone line and have a monitored inbox which is covered Monday-Friday 10:00am to 4:00pm.

Purpose: Your role will be to support the Carers Manchester Contact Point admin officer to undertake a range of tasks that will contribute to the development and delivery of the service.

You will be involved in a range of tasks including gathering feedback from carers, writing for our website and newsletter, supporting with social media and assisting with day to day admin.

The role will be key to ensuring carers voices are heard and that their feedback and stories are central to service development and promotion.

Commitment: We are looking for volunteers who can commit to a minimum of half a day a week for a minimum period of 6 months.

Location: Opportunity to work from our temporary office within Manchester City Centre or to volunteer remotely. Volunteers would be provided with the necessary IT equipment and support to carry out activities.

Volunteer activities:

- Gather feedback from carers who access the service via e-mail and telephone
- Develop copy for our website and fortnightly carer newsletter
- Create and schedule social media posts for Facebook and Twitter
- Assist with day to day admin duties to ensure the smooth operation of the service

- To respond to common queries and questions we receive via the inbox from carers and professionals
- To complete research and contribute to staff signposting resources

Skills, Experience, Qualities needed:

- Proficiency in Microsoft Office, particularly Word and Excel and a willingness to learn.
- Experience of using social media platforms such as Twitter and Facebook
- Reliable and able to work well within a team and use own initiative.
- Ability to handle sensitive data, maintain and respect confidentiality.
- Strong verbal and written communication skills.
- A commitment to Gaddum's values of Supportive, Empowering, Diverse, Innovative and Professional.
- Willingness and ability to work within Gaddum's policies and procedures.
- Willingness to complete induction training including in Safeguarding, Information Governance and Equality and Diversity.
- The following skills/experience are desirable but not essential: Previous clerical/secretarial experience, experience of creating social media campaigns or writing copy for a website, experience of using WordPress (or similar content management systems), experience of being an unwaged carer, knowledge of the voluntary sector

Training, Support, Appreciation:

- Full induction and ongoing training for the role.
- Regular support and supervision.
- Reimbursement of any out-of-pocket expenses.
- References available upon request.

Supported by Staff Member: Carers Manchester Admin Officer, Gaddum Marketing and Communications Assistant, Carers Manchester Co-ordinator

Please note: Gaddum asks for the following as part of the onboarding process:

- 2 references
- Enhanced DBS check

Equal Opportunities

Gaddum is committed to equal opportunities and anti-discrimination practices and we positively encourage applications from all sections of the community. We are particularly interested in attracting applications from Black, Asian, and Minority Ethnic backgrounds.

Interested?

Please email info@gaddum.org.uk or call 0161 834 6069 with your full name, telephone number & the volunteer role you are interested in to discuss the volunteering opportunity and request an application form.