**DHI Volunteer Role Description**

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| **Role Title: Family Service Admin Support Volunteer****Hours: ½ a day per week (times are flexible)** **Location: Preferably Bath, with some flexibility to work in Bristol/South Glos****Responsible to: Family Practitioner / Volunteer Supervisor** |

DHI’s Family Service works with individuals impacted by the problematic drug or alcohol use of family members.

Our clients face a range of practical, personal and emotional problems caused by the presence of substance use in family members. The service supports clients who are seeking to address these problems.

We need a volunteer to carry out office based support for the service, providing admin including taking calls, managing emails, carrying out online research and managing databases.

This is a great opportunity to develop an awareness of the substance misuse sector and work as part of a vibrant team.

You’ll be provided with full training, support and supervision, as well as opportunities to meet with staff and other volunteers and share experiences.

**Key Activities May Include:**

* General administrative duties in the office
* Online research of local services, groups, classes for clients
* Act as a central point of contact for the family service, answering phone calls and sending out communication to clients and practitioners
* To support practitioners with correspondence based support to clients
* Updating client and volunteer information on databases and email systems
* Attend supervision with the family service volunteer supervisor
* To work collaboratively with Family Practitioners to provide updates on client contact and share good practice.

**Person Specification**

**Essential**

* Confident speaking on the phone
* Good listening and communication skills, and a caring, non-judgmental attitude
* Well organisesd with good self-management skills
* Good understanding of basic office IT
* Online research skills
* Understand and be respectful of boundaries.

**Desirable**

* Experience of using admin skills
* Previous experience of work or volunteering in the health and social care sector

**General Responsibilities**

* Comply with DHI policies and reasonable staff instructions
* Report any risk issues to line manager
* Take reasonable care of yourself and others
* Ensure confidentiality at all times
* Treat everyone equally
* Take part in induction training and regular supervision with line manager.

**Volunteer Perks**

* Make a genuine difference to people’s lives
* Be part of a dynamic and vibrant team
* Gain valuable and meaningful voluntary experience
* Have access to useful and valuable training opportunities through DHI.