

# Carer Support Carlisle & Eden Administration/Reception Volunteers



## Organisation Description:

Carer Support Carlisle & Eden is a local charitable organisation that provides information, support and social opportunities for Carers throughout Carlisle & Eden. A Carer can be of any age and provides unpaid support to family members or friends who could not manage without this help. This could be looking after a relative, partner or friend who is ill, frail, disabled, or has mental health or substance misuse problems. Caring tasks can include practical and emotional support and can range from general household chores to full personal care. Carers can feel stressed, isolated, have no time for themselves, or find that their physical or emotional wellbeing is deteriorating. We need volunteers to help us to enhance the support we can offer to Carers to make a difference to their quality of life.

## Role Description:

We need Volunteers to assist in the office and undertake general administration duties. Volunteers receive support from the organisation's Volunteer Coordinator.

Key tasks will include:

1. Answer telephone calls and greet visitors to Carer Support Carlisle & Eden.
2. Entering referrals onto the company's database (Maximizer).
3. Ensure that any messages are forwarded to the appropriate person quickly and accurately.
4. Undertake other general administration duties as required.

## When Required:

Monday – Friday, up to 2 hrs per week.

## Areas of Interest:

Admin Work

## Types of Activity:

Administration and reception cover



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## Suitability:

We are looking for Volunteers who have a positive attitude, want to make a difference to their community, have skills they wish to share to support Carers and enjoy working as part of a team.

## Skills and Qualifications:

- Have good basic admin and IT skills.
- Adopt a warm, positive and welcoming approach.
- Have good listening skills
- Are polite and courteous at all times.
- Have an understanding of confidentiality.
- Are flexible and enjoy variety.

## Additional Information:

Equal Opportunities Policy:	yes
Expenses:	yes
Induction:	yes
Insurance Cover:	yes
Support on offer:	yes
Training:	yes

## Recruitment Method:

Application Form, DBS Check, Informal Discussion, References, Trial Period

## Contact Information:

If you would like more information on becoming an Administration/Reception Volunteer please contact:

[enquiries@carlisle-eden-carers.org.uk](mailto:enquiries@carlisle-eden-carers.org.uk)

### Penrith Office - 01768 890280

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### Carlisle Office - 01228 580214

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