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| **Title:** | Membership Support Administrator (volunteer) | **Responsible to** | Membership Co-ordinator |
| **Other Terms** | DBS Check essential | **Hours:** | Negotiable  Ideally looking for 10 hours per week, 5 hours per day Tuesday – Thursday during term time. |

**Role Purpose:**

In the main, to assist the work of the Membership Co-ordinator in ensuring that Unique Ways Members receive appropriate good quality timely support and where appropriate liaise with the wider Practitioner and Management Team.

**Role candidate:**

We are seeking a reliable dedicated volunteer who can help the staff team at Unique Ways in ensuring that we provide the best possible support to our Parent Carer Members. The volunteer will be an integral part of the Unique Ways team and play a key role in ensuring our Members receive the right support at the right time.

**Description of main tasks:**

* Preparation and support for our Peer Support Sessions (coffee mornings and afternoon teas) which take place at our base on Hanson Lane.
* Assist with pre and post administration related to the delivery of training courses and events (training course packs, final session gift packs, prepare attendance sheets and evaluation sheets etc.).
* Input related Member documentation to the Membership Database (training will be given).
* Undertake ‘check in’ telephone calls with existing Members that have not engaged with Unique Ways for some time.
* Assist with new Member welcome calls.
* Welcome visitors, Members and potential new Members to the office, including overseeing sign-in procedures.
* Assist with issuing and reconciling items from our book and sensory libraries (training will be given).
* Assist with the ongoing development and upkeep of new Member packs.
* Issuing of ‘Max Cards’ – (training will be given).
* Assist with ensuring all signposting literature is up-to-date in our ‘book of knowledge’.
* Answering the telephone and general office and admin support as required.

**Time Commitment:**

* Ideally a minimum of 2 working days per week,(during school hours) e.g. 9.30 – 2.30. Tuesdays, Wednesday and Thursday would suit the needs of the charity best.

**Skills and Qualifications:**

* Caring and compassionate.
* A knowledge of issues and challenges faced by families with children with disabilities would be advantageous.
* Ideal candidate will be computer literate and confident in using Microsoft Office – Word; Excel; Outlook emails; and database.
* Outgoing, friendly and proactive character.
* Be comfortable volunteering within a group or working by yourself.
* Excellent communication skills.
* Able to use own initiative, however also feeling comfortable with asking for help when needed.

**Training and Support:**

* Induction to Unique Ways and its work.
* Full training on all aspects of the role.
* Regular updates on organisational activities.
* Support, advice and guidance.
* Key role in a small friendly supportive team.

**Reimbursement of expenses:**

* Out of pocket expenses will be reimbursed:-
  + mileage costs for travel to work @45p per mile
  + refund of bus or train ticket.
* Refreshments – tea and coffee will be provided.

**Benefits to volunteer:**

* The opportunity to develop new and existing skills and gain experience volunteering with an established and well-respected charity.
* You will receive ongoing support and supervision.
* The opportunity to meet new people.
* The satisfaction of making a vital difference to families with disabled children/children with additional needs in Calderdale.
* Enhance your CV and career opportunities.
* Being part of a small, friendly action orientated team, who passionately believe in supporting families with disabled children through emotional and practical help.
* Some of our volunteers have gone on to paid roles in the charity as they have gained the experience necessary to become the most outstanding candidate following fair application processes when job opportunities within the charity have arisen. Please be aware that we always employ the best person for the job and volunteering does not guarantee progression but can provide skills and knowledge to strengthen all job applications.

**Application process**

* We encourage an informal chat in the first instance for our volunteering roles as this is helpful for the potential volunteer and the staff team.
* As with paid roles, volunteers need to complete an application form and then be interviewed (we try to keep the interview as informal as possible). If successful you will be respected as a full member of the team.

**Volunteers are required to comply with all of Unique Ways policies and procedures and to ensure confidentiality is respected at all times.**