

**Volunteer Role Description**

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| **Role Title** | **Administrative Assistant** |
| **Base Location** | **Cynon Safety Centre, Compton House, Victoria Square, CF44 7NT****Safer Rhondda Centre, 115 Dunraven Street, Tonypandy, CF40 1AS****WA-RCT, Grove House, 1 Gelliwastad Road, Pontypridd, CF37 2BP****Various Refuge Locations** |
| **Hours of Volunteering** | **Various** |
| **Accountable To** | **Volunteer Mentor Coordinator** |
| **Reports To** | **Volunteer Mentor Coordinator** |

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| **Role Purpose:*** To support the team by undertaking the administrative tasks of the office in an efficient and effective manner.
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| **Main Duties and Responsibilities:*** To take initial enquiries directing to the appropriate person
* To be first point of contact via telephone and in person, taking queries as appropriate
* To help create a friendly and welcoming environment by meeting and greeting service users and making tea/coffee as required
* Update OASIS on information received
* Ensure office is tidy, keeping notice boards, information etc. up to date
* To be aware of child and adult protection issues and reports these to the Management Team, Volunteer Mentor Coordinator, or member of staff as appropriate
* Familiarise yourself with WA-RCT policies
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| **General:*** Respect for the confidentiality and self-respect of service users
* To be friendly and approachable
* Knowledgeable and understanding of (or ability to learn) domestic abuse and the effects on women and children
* Have the ability to work well within a team but also to use your own initiative
* Good communication skills
* Organisational and admin skills
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| **Professional:*** To attend regular supervision
* To operate within and observe WA-RCT policies and procedures
* To represent WA-RCT in a professional manner, to promote its ethos and work in a positive way
* To maintain anti-oppressive and anti-discriminatory work practices
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| **Benefits:*** To participate in identified training
* Skills development in support work
* An opportunity to contribute to the services provided by WA-RCT
* Reimbursement of out-of-pocket expenses in line with the WA-RCT Volunteer Policy
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**This Role Description provides a framework in which duties may be carried out**