

**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 |

**This Role Description provides a framework in which duties may be carried out**