

# **ROLE PROFILE**

## **CARE STREAM ADMINSTRATOR**

### **LOCATION**

You will be working in Helen House, Oxford, OX4 1RW.

### **RESPONSIBILITIES**

Assisting with administration tasks, including scanning and filing, emailing, maintaining training records and following up where needed, ordering stationery and keeping office areas organised.

### **TIME COMMITMENT**

This role can be flexible around your lifestyle, and we ask that you can support us for a minimum of 3-4 hours per week, on one day of the working week.

### **EXPERIENCE & TRAINING**

Experience in an administrative role or supporting office-based tasks is essential.

Experience within a children and young people / care / healthcare environment is an advantage but not essential.

Mandatory training relevant to the role is provided both online and in-house. We will require all mandatory e-learning training to be successfully completed prior to commencing the role. Credit can be given for relevant training completed elsewhere.

There will be 'contact points' at pre-set intervals to keep both the level of support and its duration under review. These are intended to ensure that the support is still needed and that professional boundaries are being maintained.

## **QUALITIES REQUIRED**

- Being non-judgemental and non-discriminatory.
- Good communication and listening skills.
- An understanding of the work of Helen & Douglas House.
- Flexible and adaptable, tactful, and very trustworthy. Reliable.
- Demonstrating sensitivity and understanding.
- Aware of the importance of always operating within strict health and safety guidelines.

## **BENEFITS**

- We are committed to making every volunteer experience positive, rewarding and valued by creating opportunities for:
- Becoming part of a wider, supportive community.
- Feeling more connected with our community and improving overall wellbeing.
- A chance to learn and grow while enjoying a strong sense of enjoyment and fun.
- Flexibility to fit volunteering around work, education, and family life.
- Achieving this while also enhancing the care we can offer our Helen House families by helping them in their own homes.

## **REMUNERATION**

Volunteers may claim reasonable travel expenses to and from shifts in line with the organisation's expense policy.