

Administration Volunteer role description

Role title	Administration Volunteer
Reporting to	Programme Lead
Time Commitment	<ul style="list-style-type: none"> • Up to 6 hours one to two days a week (Mainly Monday and Thursday). • A commitment of a minimum of 12 months as this support is to ensure service delivery of our core supports. • Please note that this role is office based in our head office in Rathmines.
Purpose of the role	Under the supervision and guidance of the programme lead you will be asked to provide general administration support for the hours agreed by the department and the volunteer. With your help our departments will be able to continue to provide support and assistance to our members.
What you will be doing	<p>Volunteer duties include: (You may be asked to focus on one or more of these duties below depending on your skillset)</p> <p>Introduction (Intro) Telephone calls:</p> <ul style="list-style-type: none"> • You will be making intro calls to our members at referral stage from one of our core services Stroke Connect Service. • You will be asking members/carers to confirm their consent to start the stroke connect service pathway of support. • You will be confirmed next of kin details, address, Eircode along with other details. • You will also ensure all referral information is up to date and complete on the form. • You will also report on any information or leaflets that may need to be posted or emailed to the members. <p>Heart connect phone calls</p> <ul style="list-style-type: none"> • You will be calling our Heart members to inform them on what heart supports we offer and any other relevant information. • You maybe be asked to take on a caseload for our Heart or Stroke connect services for weekly support calls. • You will also report on any information or leaflets that may need to be posted or emailed to the members. <p>Conducting surveys, data clean up.</p> <ul style="list-style-type: none"> • You may be asked to help with surveys or collating data from surveys. • Data entry or clean up for our database. <p>General Admin Duties:</p> <ul style="list-style-type: none"> • You may be asked to assist with a campaign project to send out letters. • Help with an information event, invites, labels etc.

	<ul style="list-style-type: none"> Helping with post, shredding, photocopying, filing and other general office duties. <p>As this role is vital to supporting our work we ask all administration volunteers to be punctual for your volunteer slot, allowing enough time to familiarise yourself with your workload and if you are unable to attend your volunteer slot to give as much notice as possible to you programme lead so we can arrange alternative cover.</p> <p>Full training is provided and ongoing support and supervision is provided.</p>
Skills, experience, and qualities needed	<ul style="list-style-type: none"> Commitment to IHFs values. Ability to work within IHF Safeguarding & Volunteering policies and guidelines. Good written communication skills, with accuracy and good attention to detail.
Other relevant information	**This role requires the volunteer to have a Garda Vetting check. Guidance on how to do this will be provided by the IHF Volunteer Programme Team
Benefits of Volunteering with The Irish Heart Foundation	<ul style="list-style-type: none"> Full training provided & ongoing support and guidance. Insights and understanding about social inclusion issues. References provided upon completion of required period of service. Experience of working with a national charity and to be part of our volunteer community. Employee Assist Programme (EAP) for you and your family Make a valuable contribution to heart patients and stroke survivors recovery journey. Opportunity to progress into other roles.
What to do if you're interested	<p>You can visit our website page for more information on all our volunteer roles by Clicking this link and at the bottom of the page you can complete our volunteer expression of interest form to get you started on your volunteering journey.</p> <p>Or</p> <p>You can also email our volunteer programme team for more information on how to start your volunteer journey on ihfvolunteer@irishheart.ie</p>