

Administration Assistant Volunteer

H4All / MyHealth Team

MyHealth is an education and empowerment programme offering advice to people with long term health conditions to help them really take control of their health. We do this by providing free, high quality workshops, facilitated by a health professional. This provides the chance to learn about their condition and ask questions you would not get time for in a normal GP appointment.

To ensure that the residents of Hillingdon access high quality, evidence-based information and have the local needs met, MyHealth co-produce the programme with service users, carers or providers, the local authority, and community and voluntary sector groups.

We are looking for an enthusiastic & dedicated volunteer to work with the programme co-ordinator in supporting daily administrative and creative tasks relating to the programme.

You will be working across a number of different systems and programmes helping to maintain databases, engaging with patients by telephone and working with the team to promote our brand.

Main purpose of the role:

- To work with the co-ordinator on daily administration tasks for the maintenance and expansion of the programme

Commitment/ Pattern/ Time Period:

- A minimum of 1 day a week, arranged with the programme co-ordinator
- Required to be in the office, Key House, Yiewsley
- To be carried out between the hours of 9am-5pm, Monday-Friday

Benefits for you:

- An exciting opportunity for someone looking to build their skills in administration, marketing and communications
- The chance for you to learn and work in different areas of the project, and also contribute your own set of skills to develop the programme
- Travel expenses (to and from Key House) can be claimed

Role responsibilities:

- Call referrals to book them onto workshops and go through evaluations
- Using our CRM system (Charity Log) to book new patients onto relevant workshops
- Maintaining our CRM system with updated patient records
- Adhoc tasks as mutually agreed

Skills required:

- Essential: Confidence in using the telephone to contact patients
- Desirable: Charity sector or NHS experience
- IT knowledge (e.g. Word, Excel, Outlook, PowerPoint)
- An understanding of working within GDPR and confidentiality practices

Other: you need to be 18 years and over to fulfil this role

Attributes required:

- Excellent attention to detail
- Good communication and writing skills
- Methodical approach
- A flexible approach to tasks
- Confident working individually

Training and support given:

Full training will be given to understand the programme and our processes

Training will involve:

- Induction to meet the team
- Run through of our administration processes
- Introduction to design programmes we use
- DBS check

You will be reporting to Sophie Thomas – Programme Coordinator

To apply for this role:

An H4ALL application form MUST be completed. We require two references.

To obtain an application form:

- Visit www.h4all.org.uk and download or print an application form
- Email volunteerhub@h4all.org.uk to request an application form to be sent to you by email or post
- Telephone 01895-676-111 to request an application form to be sent to you by email or post

Send your fully completed application form by:

- Email to volunteerhub@h4all.org.uk
- Post to H4ALL, Volunteer Development Team, Key House, Yiewsley, Middlesex, UB7 9BQ