

Sheffield Carers Centre Volunteer Role Description

Volunteer Role Title:	Communications Administration Volunteer
Location:	Sheffield Carers Centre has an office at Dearing House in Sheffield City Centre (S1 4UP) but this role will currently be home based due to the ongoing Covid situation.
Responsible to:	Terry Billingham, Communications Officer Sarah Knightley, Volunteer Coordinator
Hours per week:	1-2 hours once a week

Sheffield Carers Centre is the citywide provider of support for unpaid carers in Sheffield. It offers a range of support and information services to unpaid carers who look after a relative, partner, child or friend who is unable to manage alone due to disability, illness, frailty, a mental health problem or an addiction.

As part of the citywide carers contract the Centre is also responsible for the coordination and delivery of statutory carer's needs assessments across Sheffield.

Sheffield Carers Centre offers a range of services including:

- A confidential Carers Advice Line offering information on anything to do with the caring situation. This includes signposting to services to help with the caring role, information about people's rights as carers, as well as referral to specialist services offering advice on benefits and on legal issues such as Power of Attorney and wills.
- Individual case work to carers who require ongoing support and advice – this can include guidance on how to navigate the complex social care and healthcare systems, as well as advice on balancing working or studying alongside caring.
- Emotional support for carers, to give space to talk through challenges in their caring role
- Opportunities to meet and speak to other carers such as our monthly carers café, mental health information hub and the opportunity to receive a regular call from one of our volunteer befrienders.

We could not provide this valuable support to Sheffield's carers without the skills, time and enthusiasm that our volunteers give.

The Volunteer Role

We are looking for a volunteer to support our Communications Officer with the tracking of our website and Social Media activity (Facebook and Twitter) and the distribution of our printed communications (leaflets and posters etc) in order to increase awareness, understanding and uptake of our services by individuals and local communities.

This volunteer role would give you an opportunity to build on your admin/IT/social media experience, and to develop your knowledge and skills in Communications planning, delivery, and monitoring results.

You will be directly contributing to 'making unpaid carers more visible and valued'.

Key volunteer activities

- Track and record statistics involved in Sheffield Carers Centre's digital communications (e.g. our website and social media)
- Track and record statistics for our weekly posts and any paid advertising on social media (e.g. boosted posts to defined audiences)
- Track and record mentions of Sheffield Carers Centre in other posts on social media (e.g. use of # and @ relating to SCC)
- Identify other organisations to follow on social media and encourage those organisations to follow Sheffield Carers Centre
- Track and record distribution and stock levels of our printed communications to other organisations (e.g. leaflets and posters)
- Identify other organisations that could use our printed communications and collate requests for copies of printed materials

We are looking for volunteers who have the following skills and attributes:

- Basic admin/IT experience (to track and collate results of communication activities)
- Knowledge and basic experience of MS Office (Word, Excel and Outlook)
- Familiarity with Facebook and Twitter and similar platforms
- Attention to detail (to accurately monitor and record statistics for digital communications)
- Communication skills (to be able to discuss the results of monitoring communications)
- Ability to work from home with access to a PC or laptop and internet connection
- Ability to work productively alone and as part of a team.

Recruitment Process

Potential volunteers will be required to complete a Volunteer Application form, and to provide details of 2 referees that can provide a character reference.

Training and support provided

- All volunteers will receive Volunteer Induction Training which includes information on Confidentiality, Safeguarding and Volunteer Boundaries. Other topics will be added as appropriate. Completion of this training is required before any volunteering commences.
- Training will also be provided for the tracking and analysis of results on social media platforms, such as Facebook and Twitter.
- Sheffield Carers Centre will reimburse reasonable out of pocket expenses incurred by volunteers in support of activities undertaken within the scope of their role.

For more information please contact our Volunteer Coordinator:

Sarah Knightley: Tel: 0114 278 8942 Email: Volunteers@sheffieldcarers.org.uk