



**Title Of Role:** Volunteer Administrator (Befriending Service)

**Location:** The Unity Centre, 17 Cuppin St, Chester CH1 2BN

**Time:**

- 1-2 hours per week
- No set days, on a schedule that suits your personal commitments

### **Role Purpose**

We are excited to introduce our upcoming Befriending service, an extension of our successful Just Ask programme, dedicated to addressing mental health and loneliness within the local LGBTQ+ community.

We are looking to recruit a Volunteer Administrator for our Befriending Service. The chosen volunteer will play a crucial role in enhancing the support provided to our Befriendees by efficiently managing a comprehensive database of local, regional, and national resources. Reporting directly to the Volunteer Manager, the Volunteer Administrator will also be responsible for delivering email-based administrative support and handling referrals.

### **Tasks and Responsibilities**

- Populate and manage a database of local, regional and national resources to be used when signposting Befriendees;
- Provide prompt and accurate email-based administrative support, ensuring clear communication and maintaining the strictest confidentiality;
- Assess referrals, distinguishing between information-based and support-based, and respond accordingly;
- Follow up with referrals after a month to ensure action has been taken and an appropriate resolution has been achieved.

### **Expectations**

- Undertake a volunteer induction process that will include a short informal interview;
- Commit **1-2 hours** each week on a schedule that accommodates your personal commitments
- Report directly to your volunteer manager;

- Adhere to Chester Pride's code of conduct;
- Promote Chester Pride's ethos and values.

### **Personal Specification**

- Strong organisational skills with meticulous attention to detail;
- Excellent written communication skills;
- Empathy and understanding of the needs of individuals seeking befriending services.
- Ability to handle confidential information with discretion;
- Previous experience in administration or support roles is desirable but not mandatory.

### **Benefits**

- Ongoing support and supervision and regular reviews with your volunteer manager;
- Reimbursement of reasonable out-of-pocket travel and lunch expenses, to be agreed in advance;
- Enhance your CV with valuable experience, transferable skills and references for future employers;
- Develop and sharpen social and communication skills;
- Make a meaningful difference in the local community.

Please send expressions of interest to [natalie@chesterpride.co.uk](mailto:natalie@chesterpride.co.uk). We can then discuss your suitability for the role, next steps, and get you registered as a volunteer with Chester Pride (if not already).