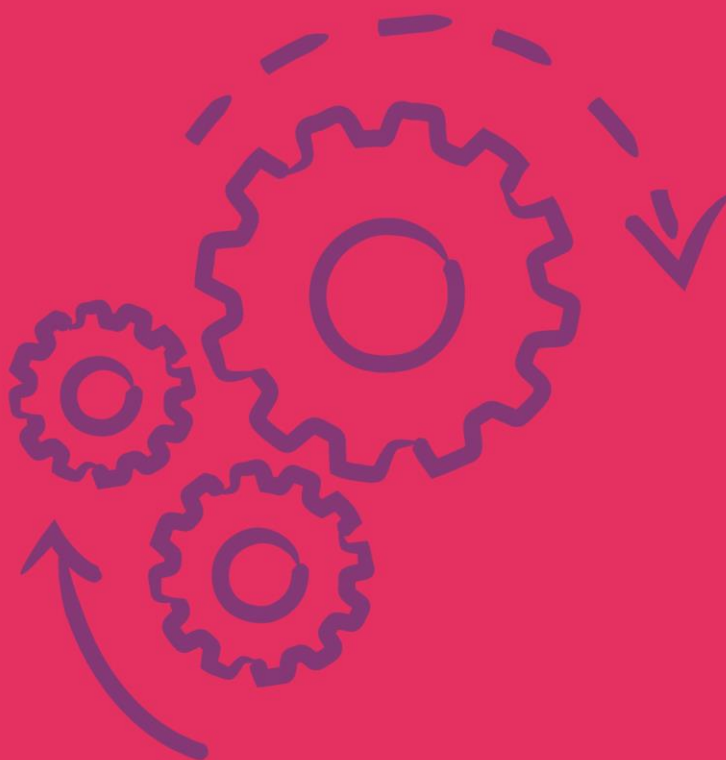


Advice Support



Volunteer Role Description

Purpose	To help reduce poverty and financial hardship for service users at George House Trust through the completion of financial applications on behalf of individuals. To support with various administrative tasks and projects as appropriate.
Work Area	Office Based & Supporting People
Key Activities	<p>As an Advice Support Volunteer you'll be playing a key role in helping to reduce poverty for people living with HIV in the North West. You'll gain experience of completing financial applications, further develop your administration and IT skills and gain an insight into the issues affecting people living with HIV today and how a charity works.</p> <p>Key tasks include:</p> <ul style="list-style-type: none"> ▪ Undertaking one to one financial application appointments with people living with HIV ▪ Completing paperwork for financial applications and writing support letters, including online applications ▪ Data entry onto Civi CRM – the system that we use to manage service user records ▪ Contacting service users about upcoming events
Time Commitment	You need to be able to commit to at least 1 day per week on either a Wednesday or Thursday. You should feel able to commit to being available for at least the next 6 months (i.e. have no anticipated life changes during this time)
Location	This role is based in the office at George House Trust
Skills/experience required	<ul style="list-style-type: none"> ▪ Fluency in English (written and spoken) ▪ Strong writing skills ▪ Basic numeracy skills ▪ Good listening skills ▪ Good communication and interpersonal skills ▪ Ability work independently and part of a team ▪ Experience in using Microsoft Office, Telephone and Email ▪ Good organisational skills and an attention to detail ▪ An ability to apply data protection principles and confidentiality to your work ▪ To be open to your ongoing learning and development within this role ▪ To be able to work with people from a wide range of backgrounds
Training required	<ul style="list-style-type: none"> ▪ George House Trust's Volunteer Induction ▪ Desk based training ▪ A commitment to attend volunteer team meetings regularly
DBS required?	An Enhanced DBS Check is required for this volunteer role.
Supervision arrangements	Supervision will be provided by the GHT Volunteer and Development Manager
Further Information	For further information, or to get involved email volunteering@ght.org.uk



Volunteer Role
Description

