

Service Mapping Volunteer - Role Description

At Care Network Cambridgeshire, our mission is to help people stay healthy, independent and in touch with their community. Our volunteers are integral to helping us deliver our services. We are looking for research volunteers to share their time, local knowledge and our vision, to provide accurate, up to date information to local people and professionals looking for accessible support and activities.

Role and purpose:	To research options for clients and keep our information resources updated, under the guidance of the Community Navigators
Time:	Flexible, volunteer from your home
Main contact:	District Community Navigator Coordinator
Location:	Your home or community venues (where safe and appropriate)
Requirements:	18+ years old, DBS check, willingness to undertake relevant training

What can the opportunity involve?

- Use your own local knowledge of what's happening in your community to help others access the support they need
- Make local enquiries (phone, email, social media or in person) to gather accurate details for the team
- Complete information sheets or spreadsheets (as provided) with all relevant information to update our database
- Monitor social media for relevant updates
- Sharing information about our services with your contacts and passing referrals (with consent) to the appropriate team member

What skills or experience are we looking for?

- Good communicator (verbal and written) and confident telephone manner
 - Good interpersonal skills, being friendly and approachable
 - Strong computer skills, with knowledge of Microsoft Office and other applications (e.g. databases)
 - Eye for detail and systematic approach to collect and report all relevant information accurately
 - Flexibility to the changing requirements of the role
 - Commitment to Care Network's policies surrounding confidentiality and inclusion
 - Flexibility to work as part of a team, take direction and be able to work independently and proactively
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What will I get out of it?

- Supporting Care Network to enable people who are older or isolated in Cambridgeshire to stay healthy, independent and in touch with their family, friends and community
- Gain an insight into Care Network's work and its role in the charity sector as a whole
- Opportunity to build experience for your CV or contribute existing skills
- Regular and ongoing support from your main contact and volunteering team