

## Enquiries and Administration

### Volunteer Role

As a volunteer helping with administration tasks, to promote the work of Healthwatch Devon within the county.

### Key duties

- To assist answering telephone calls and queries from members of the public
- To record call information
- To assist with the monthly Volunteers Bulletin
- To assist with the mailing of our quarterly Voices magazine
- To assist in administration tasks for members of the Health Watch Devon Team

### Time commitment

1 morning/afternoon per week, based at our Exeter Office

### Role Specifications

- Computer literate
- Customer service skills
- Confident telephone manner
- A commitment to treating everyone with fairness, understanding and compassion

### How Healthwatch will support this volunteer role

**Reasonable expenses** - As this is a volunteering role you will be able to claim for subsistence while at the Healthwatch Devon Offices, and travel expenses that you may occur getting to and from the office.

**Training** - Healthwatch Devon is committed to help to train you to enable you to carry out your role for us.

**Support and Supervision** - In your day to day role you will report to Healthwatch Devon's Enquiries and Referrals Officer.

## How to apply

Please telephone Clare Taylor on 01392 248919 ext 7111 to request and application for, Or you can apply online at <https://www.healthwatchdevon.co.uk/volunteer>

You will need to become a member of Healthwatch Devon and provide 2 referees who can vouch for you. Unfortunately, references cannot be accepted from a spouse, partner, or other family member.

**NB: This role description is for an unpaid role with Healthwatch Devon and is not intended to form a contract of employment.**