



Helpline Admin Volunteer

We are looking for a **Helpline Admin Volunteer** to support our Helpline team. In this role, you will help with follow up emails and calls to carers, keeping information up to date. Your help will make a real difference by ensuring carers receive timely, thoughtful and practical support from Carers Support West Sussex.

Location: Remote or Littlehampton office

Frequency: Minimum 3 hours per week

Commitment: Ideally 3+ months

Trial or shadowing available for this role

Role Expectations

In this role, you will support our Helpline team by helping to follow up with carers who may have registered with us but have not yet accessed support, or carers we have not heard from for a while. You will help make sure carers feel remembered, valued and able to access support when they need it. We are looking for people who are organised, confident with basic admin tasks, and comfortable communicating with carers by email or phone in a kind and professional way.

Key tasks will be:

- Follow up with carers who have registered but have not yet accessed support
- Contact carers we have not heard from for a while to check whether they need support
- Send follow up emails using agreed email templates
- Make follow up calls to carers where appropriate
- Update carer records on our database accurately and in a timely way
- Log brief notes after calls so staff can see what was discussed and any next steps needed

What Difference Will You Make?

By volunteering in this role, you will help us stay connected with carers and make sure they do not miss out on support that could make a difference to their lives. A simple phone call, email or follow up can help a carer feel seen, heard and valued. Your support will help us keep our records up to date, better understand carers' needs, and ensure more carers are aware of and able to access the services available to them.

Skills and Attributes Required

- Good administration and organisational skills
- Good attention to detail when updating records and entering information
- Confidence using a computer, including email, Microsoft Word and databases
- Friendly and professional communication by phone and email
- Ability to maintain confidentiality and handle sensitive information appropriately
- Ability to keep clear boundaries, understanding that this is an admin role and contact with carers will be time limited
- Confidence to pass any carer queries or concerns to the internal team for the right support and follow up
- Reliable, dependable and able to volunteer independently with support from staff when needed.

Locations, Timings, and Commitment

You will be provided with a CSWS issued laptop and can volunteer remotely. If preferred, you can also volunteer from our Littlehampton office. We ask volunteers to support us for at least three hours each week. These hours can be arranged flexibly between 10am and 4pm, during our operating hours, so support is available if needed. As training and equipment are provided, this role is best suited to volunteers who feel able to offer support for around three months or more.

Training and Support

You will receive training and support to help you feel confident in the role, including:

- A volunteer induction
- An introduction to our database and telephone systems
- Safeguarding and Data Protection training
- A dedicated Volunteer Mentor who will support you throughout your volunteering journey
- Access to additional training opportunities relevant to your role and areas of interest across our services
- Opportunities to develop your confidence, communication and administration skills.

Equipment Needed

- Internet access, unless you choose to volunteer from our Littlehampton office
- Access to the Volunteero app to manage volunteering information and communications

Additional information

- This role is open to volunteers aged 18 and over.
- A basic DBS check is required for this role.
- A CSWS issued laptop will be provided for this role.

Our Culture & Values

We value diversity and inclusion, welcoming volunteers from all backgrounds. Our vision is to ensure family and friend carers are always seen, heard, and valued. We act with quality, inclusivity, integrity, and innovation to empower carers and their communities.

How to Apply

We encourage you to read our [Volunteer Recruitment Guide](#) before applying for any of our roles.

If you would prefer to speak with us first, please complete our [online enquiry form](#) and we will get back to you.

If you're ready to apply, you can do so using our online application form [CSWS Volunteer Application Form](#).