

Volunteer Administrator (part-time)

Who we are

The Harbour is a small charity based in the centre of Bristol. Our vision is that everyone in Bristol has a safe space to talk and be listened to when they face death, dying and bereavement. Since 1991 we have offered counselling and psychotherapy services to people with a serious or life-threatening illness, their carers and loved ones, and people who have been bereaved. Since the Covid-19 pandemic we have transitioned from face-to-face counselling to offering these services remotely via video call and telephone. We are working towards offering a hybrid service, which means that we can provide our services remotely and face to face.

Covid-19 has made our service more relevant than ever before, as more people face the impact of life-threatening illness alongside the pressures experienced during lockdowns. Referrals to The Harbour are increasing and we anticipate that we will be needed more than ever as we emerge out of the pandemic in the months to come.

The role

The volunteer administrator will help share the organisational and clinical administration at The Harbour. Communicating directly with clients, keeping up to date records and supporting the smooth running of The Harbour.

You should apply if

We are looking for a compassionate and organised volunteer administrator to help share the organisational and clinical administration at The Harbour. Working as part of a small team, you will report directly to the Operations Officer. You will have strong attention to detail, along with a methodical and patient approach. You will be comfortable balancing the need for an empathic response to people who are in great distress with the need to gather the information we require to deliver a safe, effective and timely service. We are looking for an individual who can balance the clinical and organisational administrative demands of The Harbour and be proficient in using the Microsoft 365 suite. You will be a team player who is enthusiastic about playing a key role in supporting staff to deliver the best service that they can.

Above all, you will want to make a difference to people in Bristol who face death, dying and bereavement. If you want to join our friendly and committed team then we would love to hear from you.



Someone to talk to when you need it most

VOLUNTEER ADMINISTRATOR (PART-TIME)

Hours: Negotiable. Ideally 2 days per week

Reports to: Operations Officer

JOB DESCRIPTION

Assist the Admin Team in carrying our Clinical and Organisational Administration at The Harbour

KEY RESPONSIBILITIES

- Take referrals into our service over the phone and via email.
- Communicate with clients via telephone, letter and email.
- Book assessment & counselling appointments with clients & therapists.
- Maintain accurate, up-to-date records using The Harbour's CRM
- Opening and distribution of post
- Banking of donation cheques
- Assisting the Operations Officer in maintaining The Harbour premises
- Minute taking during The Harbour Meetings
- Assist with the storage and management of information across the organisation
- Assist with staff queries relating to the premises and our digital infrastructure.
- Assist with all aspects of administration in The Harbour, using the MS365 suite

The above list of job duties is not exhaustive and there may be occasions where you will have the opportunity to get involved in other areas within the organisation, develop your skills further and support a great cause.

Application process

To apply, please visit <https://the-harbour.org.uk/about/work-with-us/> . The deadline for applications is **9am on Monday 8th November 2021**.

The Harbour recognises the positive value of diversity and is dedicated to being an inclusive organisation. We encourage applications from people of all backgrounds and are committed to having a team with a diverse set of skills and experience.

Please note we request no contact from recruitment agencies.