

Volunteer Role Profile: Administrator for Out of the Woods CIC

Role Title: Volunteer Administrator

Location: Cornwall, UK

Hours: Flexible, with a minimum commitment of 3-6 hours per week

Role Overview:

As a Volunteer Administrator for Out of the Woods CIC, you will work alongside our administrator and provide essential administrative support to ensure the smooth running of our operations. You will assist in managing paperwork, maintaining records, handling communications, and supporting the team in delivering our vital therapeutic services to children and young people who have experienced Adverse Childhood Experiences (ACEs). Your work will enable us to continue offering subsidised therapy services and help us manage the increasing demand for our services across Cornwall.

Key Responsibilities:

- **Administrative Support:** Assist with the general administrative duties, including answering emails, responding to queries, and maintaining files and records.
- **Client Records Management:** Support in maintaining accurate and up-to-date client records, ensuring confidentiality and compliance with data protection regulations.
- **Database Management:** Help update and maintain client, volunteer, and donor databases.
- **Scheduling and Coordination:** Assist in scheduling therapy sessions, meetings, and events for staff and volunteers, ensuring that everything runs smoothly and on time.
- **Document Preparation:** Assist in preparing documents for meetings, reports, presentations, and other materials required by the team.
- **Financial Administration:** Support with invoicing and tracking payments, ensuring that records are accurate and up-to-date.
- **Communication Support:** Assist with drafting newsletters, promotional materials, and general communications to clients, supporters, and the public.
- **Event Coordination Assistance:** Provide administrative support for fundraising and community events, including organising participant lists, printing materials, and handling event registrations.
- **General Office Support:** Perform general office tasks as needed, such as filing, photocopying, and handling mail.

Skills and Qualities:

- **Organisational Skills:** Ability to prioritise tasks, manage time efficiently, and ensure administrative processes are streamlined and effective.
- **Attention to Detail:** Ensure that all records, documents, and communications are accurate and error-free.
- **Confidentiality:** Maintain confidentiality and respect the privacy of clients and other sensitive information.
- **Strong Communication Skills:** Comfortable communicating via email, phone, and in-person with team members, clients, and external partners.

- Proficiency with Office Software: Familiarity with Microsoft Office Suite (Word, Excel, Outlook) or Google Workspace and general office systems.
- Team Player: Ability to work collaboratively with other volunteers and staff, providing support where needed.
- Problem-Solving Skills: Ability to manage and resolve minor administrative challenges with initiative and a solution-focused approach.
- Positive Attitude: Enthusiasm for supporting a not-for-profit organisation and contributing to the community.

Support and Training:

- Induction and Training: You will receive an induction to Out of the Woods CIC, including an introduction to our policies, procedures, and the services we offer.
- Ongoing Support: Regular check-ins with your supervisor to discuss progress, tasks, and any areas where you need additional support.
- Training Opportunities: Access to resources and training materials that may enhance your skills in administrative processes, child protection, or other relevant areas.
- Flexible Role: This role offers flexibility in terms of hours and tasks, making it suitable for individuals looking for part-time or ad hoc administrative opportunities.

Why Volunteer with Us?

- Support a Worthy Cause: Your work will directly contribute to helping children and young people in Cornwall who have experienced trauma, making a real difference in their lives.
- Develop New Skills: Gain valuable administrative experience that can help enhance your career prospects or professional development.
- Work with a Supportive Team: Join a friendly and passionate team dedicated to supporting children's mental health and well-being.
- Flexible Commitment: The role allows you to contribute at a level that suits your schedule, with opportunities for remote work or in-office support.
- Enhance Your CV: Build your skills and experience in administration, office management, and nonprofit operations, which can be valuable for future employment opportunities.

How to Apply:

Please submit your application via info@outofthewoods-therapy.co.uk, including a brief cover letter outlining your motivation to volunteer and any relevant experience.

Out of the Woods CIC is an equal opportunities organisation and values diversity in its volunteer base. We encourage applications from individuals of all backgrounds.

About Out of the Woods CIC:

Out of the Woods CIC is a not-for-profit organisation dedicated to providing play therapy, music therapy, drama therapy, and other creative therapeutic services to children and young people in Cornwall who have experienced Adverse Childhood Experiences (ACEs). Our work helps children process trauma, express their emotions, and rebuild their lives, enabling them to create a brighter future. We offer flexible, subsidized therapy sessions tailored to the

unique needs of each child, with no time limits, ensuring they receive the care they need to heal.