

## **SPINAL INJURIES ASSOCIATION ADMINISTRATIVE VOLUNTEER ADVOCACY DEPARTMENT**

Spinal Injuries Association (SIA) is the expert voice and leading source of support and information for people with a spinal cord injury and their families. The daily experiences of our members, - their concerns, challenges and aspirations – drive our work and our vision for a fulfilled life for everyone affected by spinal cord injury.

**Our Vision** – a fulfilled life for everyone affected by spinal cord injury.

**Our Purpose** - to be in partnership with the spinal cord injury community to create quality and equality of life by campaigning, educating and supporting.

SIA has credibility and expertise on spinal cord injury, an extensive network of contacts across the health and social care sectors, and support from a valuable range of individuals and corporate partners. We have the potential and the ambition to build further support and expand the reach and effectiveness of our services.

NHS Continuing Healthcare can help individuals live independently at home, or in a residential care setting, by supporting the ongoing treatment and control of their spinal cord injury. It is funded by the NHS, who can organise care or individuals can choose to receive the funding direct (via a Personal Health Budget) and organise it themselves. Our Advocacy team can help individuals understand their entitlement to NHS Continuing Healthcare by providing information and advice. We can also help SIA members prepare for the assessment or a review of current NHS Continuing Healthcare funding and help, where appropriate, challenge any decisions that they are not happy with as well as attending appeals in a supportive capacity when necessary.

We are looking for volunteers who can offer assistance in this busy area. Providing quality administrative support to the team that will enable us to continue to run services smoothly and provide high level assistance.

### **AIM OF THE ROLE**

- This role will work in conjunction with the Advocacy team and will play a vital part in helping to deliver SIA's Advocacy service.
- Additional administrative support to the team will mean we can do more in depth casework and attend assessments and appeals in person.

### **SKILLS AND EXPERIENCE**

- Engaging and passionate about making a difference.
- Can maintain professional boundaries and understand the limitations of the role.
- Reliable and trustworthy.
- Non-judgemental.
- Sensitive, considerate and empathetic.
- Good communicator (verbal and written).
- Good interpersonal skills and telephone manner.
- Excellent attention to detail.

- Have a working knowledge of Microsoft Word, Excel and other applications.
- Able and willing to work as part of a team and to work independently.
- Flexible.
- Friendly and approachable.

## **YOUR COMMITMENT**

In order to apply for this role you will need to:

- Have a good and relevant mix of skills.
- Be prepared to adhere to SIA Policies and Procedures.
- Be willing to commit to SIA's vision, mission and values.
- Willing to undertake training where necessary relevant to the role.
- Ideally be able to commit to Monday and/or a Wednesday 10am-3pm, we are flexible and we will be incredibly grateful for any time offered.

## **TASKS AND RESPONSIBILITIES**

Volunteers will be expected to undertake the following:

- Provide general administrative support ( data entry, filing, typing and general office duties assisting the Advocacy team).
- Using our centralised database to record information, where attention to detail is essential.
- Updating information on the database as and when required.
- To deal with queries received from the Advocacy Manager or CHC Caseworker via a designated SIA email account, maintaining confidential and accurate records in line with the principles set down in the Data Protection Act 1998/GDPR 2018.
- To take and maintain a professional approach to the role, and be a strong ambassador for the charity and its work.
- Where applicable preparing and assisting with sending information packs to service users.
- Provide telephone cover to the advice line during busy periods, taking messages and assisting the Advice Line Officer.

## **WHAT WE CAN OFFER YOU**

There are many benefits to volunteering; here is why getting involved could be good for you!

- Volunteering can help develop new skills and enhance current ones.
- You will gain valuable work experience to add to your CV and future job applications.
- Volunteering is a way of meeting new people and can help build confidence not just in yourself but also in others.
- Getting involved could provide opportunities for you to engage with different aspects of SIA's work, such as campaigning or fundraising.
- We will provide you with any training necessary to the role.
- We will reimburse you for any out of pocket expenses.
- We will make sure that you feel supported in your role.
- We will do our best to ensure your volunteering experience is both rewarding and enjoyable
- Provide an opportunity for you to share your skills and knowledge with others.



## **INTERESTED IN MAKING A DIFFERENCE?**

If you feel that you have the required skills and attributes that we are looking for please contact our HR & Volunteer Coordinator, Jen Sims on 01908 604191 or email her at [j.sims@spinal.co.uk](mailto:j.sims@spinal.co.uk) for an informal chat.