



**Volunteer Centre**  
Harrogate & Area

## Voluntary Administration Opportunities August 2010

### Age Concern Home Secretary

Contact Charlotte Seaton Tel: 07921 770553

Home Secretary: Many older people find paperwork and dealing with queries and correspondence difficult. Others may have physical or health difficulties which make writing letters demanding, or may have a visual impairment and may need help with reading their correspondence. The Home Secretary Service is a flexible home visiting service to help older people with paper work and correspondence. You could be sorting out bills, completing forms, helping with letter writing, or reading and sorting incoming mail. Some elderly service users may require help with making telephone call.

Volunteers may take on a regular service user and therefore work to a regular pattern, or you may prefer to pick up ad hoc work to suit a more flexible life style. You will be volunteering within the older person's home.

### Age Concern North Yorkshire

Contact Alex Bird Tel: 01423 502253

Email: [alexbird@ageconcernnorthyorkshire.co.uk](mailto:alexbird@ageconcernnorthyorkshire.co.uk)

Receptionist: Help is needed on the reception - answering phone calls, dealing with general enquiries, taking messages. Some IT skills would be useful to help set up databases and help generally support the project staff. Basic office skills required. Ideally the volunteer should enjoy working with older people. The role will be based at Community House in Harrogate, and people are needed on a Tuesday – Friday afternoon.

Exercise Class Administrator: Could you help with meeting and greeting at our exercise classes? We need people to meet service users, take attendance registers, complete registration forms and take class fees in addition to helping with clearing away and contributing to the smooth running of the classes. Classes are at various locations including Friends Meeting House, Fairfax Community Centre, Apley Grange Convent and Belmont House in Starbeck.

## British Thyroid Foundation

Contact Janis Hickey Tel: 01423 709707 Email: [j.i.hickey@btf-thyroid.org](mailto:j.i.hickey@btf-thyroid.org)

Database Administrator: We are looking for a person with experience of data entry and data checking to help maintain our database. There will be a full introduction to our work, and full training. We are keen to welcome a team player who enjoys working in a busy office environment on Devonshire Place, in Harrogate. Amount of time required is flexible, and our office is open Monday – Thursday.

## Carers Resource

Contact Jean Eames Tel: 01423 500555 Email: [jeames@carersresource.org](mailto:jeames@carersresource.org)

Administrative Assistant: You'll be working in our busy Harrogate office, often being the first point of contact for carers and vulnerable people in need of support. This is an opportunity to work with many different teams, you'll act as the friendly and welcoming voice that takes referrals, passes on telephone messages and greets visitors into the building. Other tasks include collating information packs, photocopying, filing and preparing our front room for meetings, classes and other events. Ideally you'll have some office experience and a good telephone manner. The opportunity will take place at the office on North Park Road in Harrogate, and the time required is flexible Monday – Friday.

## Childline

Contact: Jacinta Kent Tel: 0870 336 2940 Email: [cyne@nspcc.org.uk](mailto:cyne@nspcc.org.uk)

Switchboard Operator You would be working on the switchboard which is the first contact that a child or young person has with ChildLine. You would listen to each call on its own merit with respect, give clear information when placing a caller in a queue to speak to a counsellor and work with the system to ensure as many calls as possible are answered and offered a service. No formal qualifications or experience necessary. Essential qualities include: a commitment to children and young people, discretion, good listening skills, non-judgemental attitude, able to deal with stress and reliability. Childline is based in Leeds, near the bus station.

## Citizens Advice Bureau

Contact: Carol Barber Tel: 01423 503576  
Email: [manager@harrogatecab.cabnet.org.uk](mailto:manager@harrogatecab.cabnet.org.uk)

Receptionist: The receptionist is a very important role as you will be our client's first contact with the bureau. You will gain experience meeting and greeting clients. You will be responsible for making appointments, keeping track of appointments, informing clients of the likely length of waiting time. You will develop communication and telephone skills.

Receptionists work in the Bureau on Victoria Avenue, Harrogate, and at the moment there are opportunities for volunteers to be in "the pool" to cover regular volunteers holiday or absences.

### **Follifoot Park Disabled Riders Group**

**Contact: Wendy Thorburn Tel: 01423 873684**

**Email: [admin@follifootparkdrg.org.uk](mailto:admin@follifootparkdrg.org.uk)**

Administrative Assistant: Help is required in the office in all areas of admin - from leaflet folding, filing, laminating, sending out information, to working on computers and answering calls. Computer skills are useful but not essential. The time required is flexible and you would work in their offices at the Great Yorkshire Showground, Harrogate.

### **Harrogate Hospital Radio**

**Contact: Nicola Pollard Tel: 01423 553342 Email: [njapollard@ntlworld.com](mailto:njapollard@ntlworld.com)**

Request Collector: Volunteers are required to go round the wards talking to patients about hospital radio and collecting music requests for that nights' show. You need stamina as you will be on your feet all the time, discretion and diplomacy so that you know when to approach a patient and when to hold back and the ability to liaise with nursing staff. In addition, you need clear hand writing and a love of or interest in a wide range of music. You would also be able to work on your own initiative. All volunteers must be members of Harrogate Hospital Radio Society which has an annual membership fee of £10. The opportunity is based in Harrogate District Hospital, and volunteers are needed on Monday, Thursday and Friday between 2-4pm.

### **Harrogate Skills For Living Centre**

**Contact: Kay Ware Tel: 01423 562606 Email: [learning@harrogateslc.org.uk](mailto:learning@harrogateslc.org.uk)**

Admin Assistant: We need a well organised and friendly admin assistant to help us in our busy office. You should have experience of reception duties, including telephone enquiries and accurate recording of information. A volunteer with us should ideally have experience of typing letters, filing and maintaining records and be able to prioritise incoming emails and deal with them efficiently.

You will have the opportunity to work as part of a small team and we will encourage you to manage your own workload, use your own initiative and contribute ideas to help us to continually improve the service we deliver. Time required is flexible Monday – Thursday daytimes at our premises on Mornington Terrace in Harrogate.

Database Administrator: We require some office support with updating service user records. This will require making calls, checking accuracy and updating files, and will require an awareness of the importance of confidentiality. Basic office skills are desirable, as is a confident and clear telephone manner. You will be working at the

Centre on Mornington Terrace, Harrogate and the time required is flexible Monday – Thursday during the day.

### **Mesmac**

**Contact:** Ann Marie Maguire      **Tel:** 0113 244 4209  
**Email:** [a.maguire@mesmac.co.uk](mailto:a.maguire@mesmac.co.uk)

Magazine Distributor: Shout! is a monthly magazine for Lesbian/Gay/Bi/Transsexual people, distributed to outlets through out North Yorkshire, eg. the libraries.

The distributor will work with paid staff from the York Office to help distribute the resources. Typically, the distributor will come to the office once a month, to collect a batch of magazines for the area which they distribute in. Volunteers will then return to that area and under their own steam to distribute the resources to the required venues. Other aspects of the role include working with paid staff at the York office to prepare the postal deliveries of Shout! i.e. writing addresses on envelopes and applying correct postage.

### **Mental Health Project**

**Contact:** Lizzie Evans   **Tel:** 01423 527615  
**Email:** [mentalhealthproject@harrogate.org](mailto:mentalhealthproject@harrogate.org)

Admin Assistant: You would be working with a fun team helping to support people with mental health problems in the community. You would assist with administration tasks and help to promote the service through sending out literature to other agencies. Duties will include: keeping leaflet stock up-to-date, photocopying, helping with mail-outs, answering the telephone. Training is available. Ability to work on your own initiative is important and computer skills are helpful, but not essential. Time required is flexible, though the office on East Parade in Harrogate is quietest on Wednesday afternoon, Thursday and Fridays.

### **Orb Community Enterprise**

**Contact:** Leon Crick   **Tel:** 01423 202028  
**Email:** [orbenterprise@talktalkbusiness.net](mailto:orbenterprise@talktalkbusiness.net)

Administrator: Orb is continuing to expand, deliver more services and support an ever growing number of individuals. This means more paperwork! If you've got office administration skills and could spend some time helping us keep our records up to date and our filing in order, or if you're a natural organiser who could help us develop more effective administration systems and show us a few tricks using Excel, it would be good to hear from you. Good telephone manner and some office skills would be useful. The time required is flexible during the day Monday – Friday, and you would work from their offices off the High Street in Knaresborough.

### **Relate**

**Contact:** Joe McGuinness   **Tel:** 01423 502173

Email: [relateharrogate@ukonline.co.uk](mailto:relateharrogate@ukonline.co.uk)

Receptionist: Volunteer receptionists play an important part in providing the Relate service. Receptionists are the first people clients meet. A friendly face or voice on the telephone can go a long way to dispelling fears and nervousness. Becoming a receptionist for Relate offers you the opportunity to use existing skills, to develop new interests, to meet people and to become active in bringing about social change. Although the main role of the receptionist is to welcome clients and introduce them to their counsellor, receptionists may also provide other administrative support if they wish to do so. Receptionists are particularly needed on a Wednesday and Thursday from 3.45 - 9.45pm, though it is possible to do half a shift rather than the full sessions, and the offices are on Victoria Avenue, in Harrogate.

### **St Georges Community Centre**

Contact: Kay Ware    Tel: 01423 562606    Email: [Kay@harrogateslc.org.uk](mailto:Kay@harrogateslc.org.uk)

Minute Secretary: We need someone to take minutes at our Management Committee meetings 4 times a year, and subsequently distribute those minutes to committee members together with notice of forthcoming meetings. Ideally, the volunteer will have minute taking and typing skills, and also hopefully access to a typewriter, computer etc. The work will mainly be done from your home, but attendance at the meetings 4 times a year is needed at the Centre on Mornington Terrace, Harrogate.

### **St Michaels Hospice**

Contact: Miriam Landy    Tel: 01423 879687  
Email: [mlandy@saintmichaelshospice.org](mailto:mlandy@saintmichaelshospice.org)

Ebay Volunteer: Our retail operation provides a vital part of the income for our hospice and in our commitment to raising the maximum possible from donated goods we sell some specialist or niche items with a potentially high value on eBay. eBay volunteers are involved in all aspects of eBay selling.

Key Tasks:

To sell donated items through eBay

To photograph, describe, value and list items for sale

To liaise with Shop Manager's regarding suitable sale items, start prices, expected sales prices etc.

To answer customer questions regarding sale items.

To dispatch items to buyers.

The work can either be done from your own home or from our shop in Bilton, though the time required is flexible.

### **Talking Newspaper**

**Contact: John Bass    Tel: 01423 770803**

Editor: Would you care to give a blind or partially sighted person a better quality of life? Articles taken from the local newspapers e.g. Harrogate Advertiser are selected and placed in a folder ready for a team of volunteers to read out. These are then recorded onto a cassette tape and later distributed to approximately 300 people. The articles chosen must be enough to complete a 90 minute tape. The task can be completed at home or at our recording studio in Ripley. It takes several hours but can be done with a colleague - normally two editors work together. Volunteers can be involved in selecting the material, or reading and recording onto the cassettes.

### **Wellspring Therapy and Training**

**Contact: Elaine Wainana    Tel: 01423 881881**

**Email: [wellspringtherapy@tiscali.co.uk](mailto:wellspringtherapy@tiscali.co.uk)**

Receptionist: You would provide a welcome for clients and visitors, seeing clients and visitors on and off the premises and make drinks etc. You would also answer 'phone calls, see personal callers, take messages and be a valued member of the team. The opportunity would be during the hours of 9am - 1pm, 1pm - 6pm or 6pm - 8.45pm and it would be desirable to be able to offer 3 -4 hours on a regular basis. Wellspring is based on Prospect Place in Starbeck.

If you find something in this information that appeals to you, you are more than welcome to contact the organisations directly to find out more, without any obligation.

Alternatively, if you would like us to pass on your details, or have any questions we can help with, please don't hesitate to contact the Volunteer Centre on 01423 509004 or email [volunteer@harrogatecvs.org.uk](mailto:volunteer@harrogatecvs.org.uk)