Role Description for Compass Volunteer

**About the Compass Project**

The Compass ‘disability register’ and Compass Card have been running in B&H for 16+ years and in West Sussex for three years. The Compass Card provides local SEND families with access to discounts at around 300 leisure venues and with their data included in the Register, their needs are taken into account by providers when planning service delivery.

There are over 4,000 Compass Card holders across B&H and West Sussex and we are processing increasingly large amounts of information and data from families with disabled children and young people. We are seeking the support of one or two volunteers to ensure the smooth running of the Compass Project at Amaze.

**Volunteer tasks**

* Help with mail-outs, folding and stapling literature, stuffing envelopes, labelling envelopes, franking post etc. All intended to raise awareness of the Compass service and to increase registrations
* Distribute prizes to families participating in some of our promotional prize draws
* Maintain accurate records for Compass Card Partners
* Making contact with some families, for example to remind them to return their registration forms to us or to ask about their experiences of using the Compass Card
* Occasional help with data entry onto the Charity Log database, e.g. updating Compass Card Partner details and contacting relevant people to check information
* Other tasks as identified from time to time.

**Operating within Amaze’s Policies and Procedures**

* Amaze aims to offer an excellent service to parents and children/young people.
* We expect all volunteers to work in accordance with Amaze’s ethos and policies (including Equalities, Confidentiality, Impartiality and Safeguarding) but will support you to develop an understanding of these.

**Key skills and knowledge needed to be a Compass volunteer**

* Have a good understanding of the importance of confidentiality and of data protection.
* Be skilled at listening and communicating with a wide range of people and feel comfortable on the phone as well as face-to-face. Have a non-judgemental attitude.
* Have strengths in reading, understanding information and writing clearly.
* Experience of using MS Excel and Word, office equipment such as printers and photocopiers and office systems is desirable
* Be able to make a regular (ideally weekly) time commitment at the Amaze office.

**Benefits for volunteers**

* Learning about supporting families with SEND and the varied issues involved.
* Making a difference to local families, helping them to access leisure discounts which improve the quality of their lives
* Opportunities to develop new skills, friendships and interests
* Valuable transferable work experience
* Flexible working at times and on days to suit you.

We are ideally looking for someone who can volunteer a few hours during office hours every week or fortnight, but can be flexible to individual needs and circumstances. To find out more about the role please contact Ann Blackburn for an informal discussion on [ann@amazesussex.org.uk](mailto:ann@amazesussex.org.uk) or 01273 234020 or express an interest by completing a volunteer application form.