



Voluntary Role Description

Volunteer Administrative Assistant – Changes Ahead

Location: The Carers Centre for Brighton & Hove offices, near Brighton Station

Supported by: Senior Support and Outreach Worker and Volunteer Coordinator

Time commitment: Around 4 hours per week

About the Carers Centre

Established in 1988, the Carers Centre works to make a positive difference to the lives of unpaid family and friend carers in Brighton & Hove. We encourage wider recognition of caring roles, offer appropriate support and promote self-care.

Our dedicated staff and volunteers provide a range of services tailored to carers' diverse needs from emotional support and respite to guidance through complex systems with the aim of improving social and emotional wellbeing.

Changes Ahead supports carers of people with mental health challenges through peer support groups, one-to-one support, training, and signposting.

About the role

Changes Ahead is seeking a reliable and well-organised Volunteer Administrative Assistant to support with early contact with carers. This early contact helps us understand who is reaching out and how we can best support them, making this a meaningful and essential role.

This role is ideal for someone who would like to make a tangible difference behind the scenes, helping carers access the right support at the right time. You'll be part of a small, kind, and supportive team, with the opportunity to build confidence and develop skills in an administrative support role.

You will receive a full induction and role-specific training, alongside ongoing support from both the Senior Support and Outreach Worker for Changes Ahead and the Volunteer Coordinator.

What you'll be doing (with support)



- Making phone calls to carers in a professional and empathetic manner
(A script and ongoing support will be provided while you build confidence)
- Drafting, proofreading, and sending correspondence to carers
- Maintaining accurate records on our internal database
(A comprehensive induction will be provided)
- Communicating with other members of the Changes Ahead team and passing on any concerns
- Handling confidential information with care and discretion
(Training will be provided)

What will help you in the role

You don't need to meet every point below — we're keen to hear from people who are interested in supporting carers and are willing to learn.

This role will suit someone who

- Communicates clearly and kindly, both verbally and in writing
- Enjoys organisation and managing tasks in a structured way
- Has basic experience using Microsoft Word and Outlook
- Is comfortable learning to use databases or office systems
(Support will be provided if this is new to you)
- Pays attention to detail and values accuracy
- Can work independently while also being part of a team
- Brings a professional and courteous approach, particularly when speaking with carers

We welcome applications from

- People from all backgrounds and experience levels. If you're curious about the role, we'd love to hear from you
- Those new to administrative or phone-based roles — guidance and reassurance are part of the role
- As a **Disability Confident Committed** organisation, we can provide information in accessible formats and offer adjustments throughout the application and volunteering process



Desirable (but not essential)

- Experience in a customer-facing or support role
- Familiarity with CRM database systems or case-management systems

Benefits of volunteering

- Being part of a genuinely supportive and friendly team
- Making a meaningful contribution to improving access to support for carers of people with mental health challenges
- Training, encouragement, and opportunities to grow in confidence

Practical considerations

- Two references will be required
- A short informal interview will be followed by an induction session
(Covering Carer Awareness Training, volunteer policies, and role-specific guidance)
- A DBS check is required — the Carers Centre will cover the cost
- To support an inclusive volunteer team, agreed volunteering expenses are covered

How to apply

Please could you fill out this short expression of interest form [Changes Ahead Volunteer Admin Role – Fill in form](#)

If you have any questions or would like to talk through the role before applying, please don't hesitate to get in touch at lara.andrews@thecarerscentre.org