

Database Volunteer Role Description

Prevention and Testing Team

Purpose of the Role

Within this role, you will support the services offered by Positive East by:

- ensuring our CRM database system Salesforce is an accurate reflection of our Prevention & Testing service delivery
- ensuring that our Simplybook appointment booking system is reflective of all the testing services we offer
- ensuring that volunteers are able to book their shifts through Smoothbook

You will work with Positive East's Prevention and Testing Team.

Key Tasks and Activities

- Inputting data from testing and outreach services on our Salesforce CRM database
- Running Salesforce reports and summarising gaps in dataset
- Checking and updating volunteer and client records on Salesforce
- Updating our testing appointment booking system with new venues and checking they reflect our calendar
- Updating our volunteer booking system with available shifts
- Attending relevant training sessions
- Working within Positive East's policies and procedures

Training and Support

- General Volunteer Induction
- Salesforce Training
- Smoothbook Training
- Simplybook Training
- Regular supervision

Benefits of the Role

- Gain experience of working in the charity sector
 - Gain interpersonal skills that are useful in both professional and personal life
 - Receive ongoing support in conducting your role as well as continual personal development
 - Develop computer skills, including database systems
 - Be part of a vibrant network of valued volunteers at Positive East
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Compliance

- Comply with Health & Safety requirements relating to self and clients
- Comply with employing agency policies and procedures, particularly but not exclusively Confidentiality, Lone working, Child and Vulnerable Adult Protection, Boundaries, Outreach Guidelines, Clinical Governance Policy and Delivery Skills Guidelines.

Personal Specification

Requirements	Essential	Desirable
No formal qualifications are needed	✓	
Confident use of English (both spoken and written)	✓	
A desire to engage the community regarding sexual health		✓
Member of one of our target communities		✓
Dedication and commitment to Positive East’s mission and objectives	✓	
An enhanced DBS Check is required for this Volunteering Role**	✓	
Skills and abilities		
A willingness to promote Positive East’s goals and objectives through outreach with community groups, businesses, charities, faith groups and other organisations in North East London		✓
An interest in working with people from different backgrounds and cultures	✓	
An ability to work on your own as well as part of a team	✓	
Basic computer skills	✓	
Understand, respect, and maintain confidentiality	✓	
Good organisational skills and an ability to manage your own work	✓	
Understand and work within appropriate boundaries	✓	
Ability to record information clearly and accurately	✓	

** *Having a criminal record will not necessarily prevent you from volunteering with us but may depend on the nature of the circumstances/background of the conviction.*

Hours and commitment

During the working week and outside “normal” office hours, including evenings and weekends.

Required commitment: Positive East would ideally like our Database Volunteer support for at least 3 hours a week.

Once a session is scheduled and agreed to, please notify us in advance if you're unable to attend for unavoidable reasons. **Unexcused absences without prior notice of 3 times will be grounds for dismissal as a volunteer.**

Location

- Our office is based beside Stepney Green station
- Alternatively you can support us remotely from your own home

More information

For more information or to discuss volunteering opportunities please contact Positive East's Volunteer Manager at Maria.Kubler@positiveeast.org.uk

Other opportunities

Positive East's Prevention & Testing team also offer HIV & STI testing, information stalls, workshops and training sessions. If you would like to be trained to support us in these areas, please let us know.
