



Volunteer Role Description

Role:	CRM Volunteer
Where:	At home or at the Embracing Age office in East Twickenham.
When:	1-2 hours a week, or as available
Why:	Embracing Age offers valuable befriending and support to some of the most vulnerable older people in our community - care home residents and informal carers. We already have a great CRM system in place using CiviCRM, which is opensource software, and we are keen to develop it more so that it further aids our mission.
What does the role involve:	<ol style="list-style-type: none">1. Liaising with staff to identify ways we can tweak our CRM system and implementing the changes.2. Helping to communicate these changes to staff and volunteers.
Attributes / skills needed:	Understanding of CRM systems and open source software Ability to analyse tech "problems" and develop solutions Good communication skills
What's in it for you?	The opportunity to work as part of a dedicated team. The satisfaction of knowing that you are making a big difference to a small charity that works with some of the oldest and most isolated people in your community. Access to appropriate training to further enhance your skills.
What you can expect from us:	Induction before the role starts. Support from Embracing Age staff Out of pocket pre-agreed travel expenses.
Contact:	For further information contact Tina English Email: tina@embracingage.org.uk www.embracingage.org.uk