



Volunteer Role Description

Role:	Implementing new CRM Volunteer
Where:	At home or at the Embracing Age office in East Twickenham.
When:	2 hours / week for about 6 months
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 have an existing CRM system but are finding it increasingly limited and would like to explore what other options are available
What does the role involve:	<ol style="list-style-type: none">1. Helping us work through the process of what we want in a new CRM system.2. Explore possible CRM solutions, bearing in mind we are a small charity with a limited budget.3. Help us to implement the new system, ensuring that staff are confident to use it.4. Help us iron out any teething problems
Attributes / skills needed:	Understanding of CRM systems and the process needed to implement a new system Good communication skills Understanding of the limitations of a small charity.
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