



Volunteer Role Description Engagement Volunteer

Expenses: Reasonable out-of-pocket expenses will be reimbursed.

Time Commitment: Around one day per week, flexible and agreed with you based on your availability.

Location: The role can be carried out in our Worthing office or in the community, depending on your preference and the needs of the activity.

Support & Supervision: You will be supported by the Review and Audit Adviser, who will be your main point of contact.

Purpose of the role

Our Engagement Volunteers play an important part in helping Independent Lives understand how well our services are working for the people who use them. By speaking with customers, gathering feedback, and supporting light administrative tasks, you help us ensure our services remain accessible, effective, and shaped by lived experience.

This is a great opportunity for someone who wants to make a positive difference to disabled people and carers, while developing skills in communication and administration.

What the role may involve

Volunteer activities may include:

Customer Engagement

- Contacting customers by phone or email to invite them to share their experiences.
- Listening sensitively and noting down feedback in a clear and respectful way.
- Passing on any concerns or issues to the Review and Audit Officer.

Review & Audit Support

- Helping to organise or update case files.
- Checking that documents are complete and clearly written.
- Flagging anything that seems missing or unclear so the team can follow up.

Accessibility Support

- Reviewing customer-facing documents and suggesting ways to make them easier to understand.
- Supporting the team to ensure written communication is accessible to a diverse range of people.

Team Involvement

- Joining relevant team meetings or volunteer briefings (optional but encouraged).
- Taking part in volunteer induction and any training that helps you feel confident in the role.
- Sharing suggestions or feedback to help improve our volunteer programme.

General

- Volunteering in a way that reflects the mission and values of Independent Lives.
- Following organisational policies such as safeguarding, confidentiality, and data protection, which apply to all volunteers.

We will always agree activities with you based on your interests, comfort levels, and availability.

Qualities That Would Be Helpful

You don't need formal qualifications – we welcome volunteers from all walks of life. The following qualities would be useful for the role:

Friendly, patient and comfortable talking with people.
 Good listener with sensitivity to personal experiences.
 Organised and reliable.
 Comfortable using email or basic digital tools.
 Ability to respect confidentiality and handle sensitive information appropriately.
 An interest in supporting disabled people and carers.
 Willingness to take part in induction and role-related training.

You do not need previous experience – just enthusiasm and a willingness to learn.

What We Offer

A meaningful volunteering experience that supports disabled people and carers.
 A warm, inclusive, and supportive team environment.
 Full induction and training.
 Regular support from the Review and Audit Officer.
 Reimbursement of reasonable expenses.
 The opportunity to develop communication, administration, and social care-related skills.

Working together to change lives

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