

# TOUCHSTONE VOLUNTEER CASE STUDY



## OFFICE ADMINISTRATOR VOLUNTEER

My volunteering experience at Touchstone opened a wide range of possibilities. I worked in different areas and offices within touchstone as well as assisted different people with work.

It allowed me to make use of my skills on Microsoft packages such as Word, Excel, Outlook, Publisher and PowerPoint to design flyers, email staff documents, create presentations, print out letters as well as input service user information on databases.

New projects gave me a chance of being creative and developing new skills. For example making a video for a volunteer's project put my skills to new use. I enjoyed learning video editing software and made videos of volunteers.

They have different events here too which breaks you away from work and gives you a chance to go to various places as well as meet different people.

Nonetheless, as well as working well there was a good amount of social integration and communication with various people which made working feel at ease when I was there. This gave me great job satisfaction at the end of the day.





People were really helpful here and made sure I had everything I needed to work well. They provided me with meals and travel expenses. I felt I was never alone and there was always someone there that I could ask for help or advice when I was having difficulty with work.

I learnt use of other equipment in the office such as printers to print, staple or copy documents. I had the responsibility of allowing access to members of touchstone and answering telephone queries.

At touchstone they host small training courses every month and this gives you a chance to learn new things at your own pace as well as freedom. There is also a chance to host your own groups in the future. Helpful information is always shared between departments at touchstone.

In overall Touchstone has helped me to refresh my skills and become fluent. It's helped me to improve skills such as initially I knew how to take calls then it improved me to transferring them to relevant departments or putting them on hold when required.

It's helped me be very resourceful by using the office facilities to make work easier to manage and to process.

I enjoyed multitasking in the volunteers' project office, reception and Sikh elders' office with employees.

I developed professional working relationships with employees over time and this helped me understand how they worked as well as who they are as a person to work with.