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|  Job Description |
| Job Title | Contact Person |
| Hours (including working days) | 22.5 hours per week. Days negotiable |
| Salary: Pro-rata/full time/part time | £24,500 pro-rata |
| Responsible to: | Head of Services |
| Responsible for: | N/A |
| Primary Base: | York Mind, Highcliffe House.  |
| **Aim of the post:** | To provide timely and effective short term support to people who make initial contact with York Mind, reducing the number of inappropriate referrals into services |
| **Main deliverables:** |
| 1. T provide 1-1 support to people who make contact with York Mind
2. To work closely with service teams to support referral into services
3. To work closely with external agencies to maintain up to date knowledge of services available in the community
4. To oversee the office inbox, ensuring that queries are responded to in a timely manner.
5. To monitor and evaluate the contact service, noting trends in the nature of contacts and levels of need
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| **Main duties:** |
| 1. **To work within the aims and objectives of Mind**
* To ensure a commitment to Quality Management in Mind working within the policies and procedures of York Mind
1. **Management and Support**
* Engage with line management, supervision, training and development as per organisational policies and procedures.
* To work as part of a team and work co-operatively with colleagues.
* To be prepared to give and receive support from others in the team as appropriate.
* To attend staff team meetings and participate in the work of the team.
1. **Service Development**
* To ensure that adequate systems and processes are in place for the effective running of the contact and referral process into York Mind
1. **Health and Safety**
* To ensure suitable procedures are being followed to safeguard the health and safety of volunteers and service users.
* To keep up to date with key legislation affecting the post.
1. **Administrative**
* To ensure that records are kept in the required manner.
* To be a key holder
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| **Essential qualifications:** | None |

The post holder will carry out any other duties, which are within the scope, spirit and purpose of the job as requested by the line manager.

If duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder.