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| *N:\Branding\Logos\York Mind\MIND_York_Stack.jpg*Volunteer role description | |
| Volunteer Role Title: | Volunteer Administrator/Group Support Person |
| Hours | 1-2 days per week- days/hours negotiable |
| Expenses | Travel and other expenses will be paid to volunteers when it has been agreed with service manager. |
| Responsible to: | Activities Manager |
| **Aim of the role:** | |
| To provide administrative support to the Activities Team, as well as supporting facilitators with activity groups at intervals. | |
| Main duties: | |
| * Answering and making telephone calls for the service. * Dealing with enquiries received via email, telephone. * Scanning, photocopying. * Preparing information packs for group facilitators. * Preparing and distributing posters. * Updating spreadsheets with personal client information. * Attending groups to support the facilitator, where 2 people are required. | |
| **Person requirements:** | |
| * Reliable and able to commit to role for 6 months +. * Compassionate and able to listen empathically to other people’s problems. * Non-judgemental and respectful of other people’s choices, values and beliefs. * Proficient in IT skills including Microsoft Word, Excel and Power-point. * Competent in handling and making telephone calls to clients and professionals. * Aware of own support needs and able to ask for help. | |
| **Additional information:** | |
| The recruitment process will include:   * Completion of an application form. * A successful interview. * Two satisfactory references. * An enhanced DBS (formerly CRB) check. * Successful completion of Volunteer Induction Training. | |
| This role will take place from York Mind, Highcliffe House. You may be asked at intervals to attend other venues in York to support the team. | |