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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.
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| **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.
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| **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.
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| 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. |