

Burton and District Mind

Community Help Associate (Volunteer)



Suggestive Hours per week: 4-15 (between 1 and 2 days between Mon-Fri)

Reporting to: Development and Sustainability Officer

Location: Burton and District Mind Office, or community venues across Burton on Trent, Uttoxeter, Tamworth, Burntwood and Lichfield

Number of Roles: 2-4

Role Purpose:

To support the community in providing useful, relevant and up to date information to support their emotional wellbeing and mental health, in person, by phone, and by use of social media.

May lead to paid work within the charity based on success.



Main Duties

- Attend community projects, being the main point of contact between Burton and District Mind and local people with mental health problems.
- Handle incoming phone calls to our helpline, signposting to relevant services and organisations, or referring and promoting into our internal services and projects.
- Answering the door and taking clients to the waiting areas, ensuring they have access to important information, which will include stocking the leaflet rack and arranging displays in coordination with staff.
- Communicating with the team to build a schedule of social media marketing and posting on our feeds as required.
- Communicating with online enquires in the appropriate manner.
- Supporting business development with creative ideas, data-input and research as required.
- Supporting with group work as directed by the facilitator, which may include handling registers, collating feedback forms or preparing participation work.
- Leading on aspects of group work as agreed with the facilitator.
- Sign in and out of venue as required by our Fire Risk Assessment and Health & Safety Policies.
- Raise any concerns to the appropriate member of staff relating to risks to health & safety, privacy and confidentiality, safeguarding and protection of vulnerable people and/or security.
- Carry out duties within aims and objectives of organisation and adhere to the Policies & Procedures outlined during Induction, training and one to ones.
- Attend Induction and further training as appropriate to the Role Description and agreed with Line Manager at the organisation's cost.

Specification

- Would suit a person who has had previous experience of mental illness.
- Must be self-motivated and reliable.
- Must be person-centred and approachable, with a good level of communication skills including the ability to problem solve and talk to people with mental health needs.
- Must be able to use the phone and have a good understanding of IT and social media.
- Subject to two good references for safeguarding purposes (can be non-vocational)
- Demonstrate knowledge of the organisation, its mission and aims, and how it conducts its business.
- Able to build on constructive criticism whilst maintaining effectiveness.
- Reliability to ensure effective and efficient service provision and maintain strong relations with members, service users and service staff.
- Honesty to support transparency and enable the organisation to apply appropriate support.
- Able and willing to respect confidentiality in accordance with policies & procedures

Benefits, Training and Self Development Opportunities

- 1 half day Induction Training.
- Full training to support the role:
 - Mental health awareness
 - Local service provision
 - Data protection and Safeguarding
 - Communication and Empowerment Skills
- Experience and skills to add to CV.
- Reimbursement of out of pocket expenses.
- May lead to paid work within the charity based on success.

Updated 9 December 2020