

ROLE DESCRIPTION

JOB TITLE	Office Volunteer
REPORTS TO	Business & Facilities Administration Manager
LOCATION	Acorn Centre
WORKING HOURS	Minimum of 3 months; 4 – 7 hours per week on the same day
ABOUT US	
Mind in Harrogate District is an independent local charity founded in 1973, affiliated with National Mind and the Mind Federation. We exist to provide a quality community-based service accessible to those who need support with their mental health and wellbeing.	
ROLE PURPOSE	
The Office Volunteer will provide a friendly and warm welcome when our service users, partners, funders or fellow volunteers walk through our doors at the Acorn Centre. The role will include answering the phone and transferring to the relevant colleague; or taking messages. It will also involve taking payment for our Counselling service as clients arrive. The role may also entail general administration tasks such as photocopying, conducting online research, helping with our monthly mailout to service users, reviewing and copy checking documents.	
MAIN RESPONSIBILITIES	
1.	To greet visitors to the Acorn Centre, make them feel welcome and notify the relevant member of staff.
2.	To answer calls, putting them through to the appropriate member of staff; or taking clear messages.
3.	To conduct general administration tasks as identified and agreed with the Business & Facilities Administration Manager.
4.	To comply with Mind in Harrogate District's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
5.	To ensure you have an understanding of, and comply with Mind in Harrogate District's procedures for promoting and safeguarding the welfare of vulnerable adults and children.
6.	To report all concerns and incidents to the Business & Facilities Administration Manager.
7.	To adhere to confidentiality at all times - if a client confides in you, tell them that you will be sharing information with the Mind in Harrogate District safeguarding lead.
8.	To comply with Mind in Harrogate District's Equality and Inclusion Policy in every aspect of your

work and positively promote the principles of these policies amongst clients, volunteer colleagues and other members of the community.		
9.	To uphold the values of the organisation and work as an effective part of the Mind in Harrogate District team.	
10.	To attend Mental Health Awareness training at the Acorn Centre; and other relevant training for volunteers at Mind in Harrogate District.	
11.	Attend quarterly Volunteer Forum and Supervision sessions as appropriate.	
12.	To report any unavailability (e.g. sickness or holiday or other absences) to the Business & Facilities Administration Manager as soon as possible.	
13.	To represent Mind in Harrogate District in a professional manner.	
KNOWLEDGE, SKILLS AND EXPERIENCE		
1.	Empathy with or experience of people living with mental health issues (through professional, family/friends or lived experience)	Application form/ Interview
2.	Be friendly and engaging.	Interview
3.	Have good verbal communication skills.	Interview
4.	Be punctual, organised and reliable	Interview
5.	Good telephone and IT skills are preferable but not essential	Interview
6.	An understanding of the need to maintain safe working boundaries	Interview
7.	A enhanced DBS Check is required for this role	
WHAT WE OFFER		
<ul style="list-style-type: none"> • A chance to make a real difference in your local community. • The opportunity to gain hands-on experience with a well-known brand. • A professional reference upon successful completion of the volunteering period. • Travel expenses will be reimbursed. • Mental Health Awareness training; and other relevant training. • Access to the Mind in Harrogate District staff and volunteer 24/7 confidential telephone counselling support. 		
FIND OUT MORE		
If you would like to have a conversation about the volunteer position, please contact us at Mind in Harrogate District on office@mindinharrogate.org.uk or 01423 503335.		