

VOLUNTEER ROLE PROFILE

Role title:	Volunteer Receptionist
Responsible to:	Head of HR & Operations
Hours:	Available Monday – Thursday
Location:	Office is located Tudor Road E9, London.

About Mind in the City, Hackney and Waltham Forest:

We are a multi-disciplinary provider of specialist mental health services and a part of the Mind Federation.

We promote both recovery from ill health for people with recurrent and enduring mental health difficulties and early intervention for those at risk of developing mental health issues, or who struggle with common mental health conditions.

We currently support around 5,000 people a year through a variety of services focusing on psychological, social, economic and workplace wellbeing, and support minoritised communities.

Our values are:

Connected: Creating a compassionate and supportive community.

Fair: We strive for equity- no-one's needs should go unmet.

Brave: We walk with people, offering help by doing what works - proven or new.

Working with Mind CHWF means you'll be part of a dedicated, passionate, and professional workforce who cares about the work they do and make a real difference to the lives of the people in the City of London, Hackney and Waltham Forest.

We are committed to actively becoming anti-racist in everything we do. This is a critical priority for Mind CHWF. We embrace diversity and understand that being an inclusive organisation that recognises different perspectives, will enable us to provide excellent services.

We are committed to ensuring all our employees are treated fairly and equitably at work and promoting equity in physical and mental health for all.

Those with lived experience of Mental Health are encouraged to apply.

DBS clearance at Enhanced (without Barring) is required for this role, for which Mind CHWF will pay.

What will you be doing?

- Welcoming clients and visitors both face to face and via telephones, deal with initial enquiries from service users, the public and other professionals and refer on to relevant colleagues or provide contact details of other projects/organisations as appropriate.
- Respond appropriately to and manage potentially challenging situations that may arise within a reception environment whilst working with individuals with mental health support needs.
- Ensure that staff and visitors sign in.
- Ensuring all telephone calls are answered in an efficient manner and messages are relayed to relevant member of staff or manager, as appropriate.
- Liaise effectively with all staff within the organisation.
- To ensure that the central reception function runs smoothly, keep tidy and organised, and free of obstructions and compliant with health and safety.
- Reliable demonstration of excellent punctuality, reliability, and timekeeping skills.
- Attend and participate in staff meetings/away days and training courses as approved by line manager.

What skills and qualities are we looking for?

- Ability to understand the needs of clients and visitors at reception and respect the views and experiences of service users.
- Written and verbal communication is concise and accurate.
- Ability to research, identify facts and apply to different scenarios.
- Proficiency in using Microsoft suite and to be administratively self-servicing.
- Works well with others.
- Committed and reliable member of team.
- Professional, non-judgemental, anti-discriminatory and respectful attitude.
- When required, the ability to support clients in emotional distress in a calm and professional manner.

What's in it for you?

- Develop the ability to reflect on client interactions and develop effective resilience and de-escalation techniques.
- Gather examples of being a self-starter, taking responsibility for organising own work effectively and delivering results with no supervision.
- Gather examples of being able to prioritise a varied workload, meet tight deadlines and maintain up to date work records.
- Obtain knowledge in data protection and Health & safety practices.
- Possibly develop ability to enter data in to use database systems for.