



## Volunteer Admin Support Role Description

**Supervised by:** Active Minds Service Manager

### Key objective of the Volunteer Admin Support role:

To provide administrative support to the Active Minds service following the new service user welcome meeting on Tuesday afternoons.

### Main tasks:

- Updating service user records on the Views database
- To phone new referrals to the Active Minds service and book an initial appointment and make follow up phone calls to people responding initial phone calls and letters
- To type letters using Microsoft Word mail merge and to prepare a postal mailing
- Ensure important documents are printed and replenished regularly

### Practical Considerations

- We welcome applications from people with lived experience of mental health
- Due to the nature of the role we require applicants to live in the borough of Croydon or very close by

*Please note: The service, and therefore the admin role is available on Tuesday afternoons or Wednesdays only.*

### Skills & Qualifications Required:

- Experience within a similar role is desirable
- Good organisational and time management skills
- Excellent communication skills
- Ability to demonstrate good customer service skills
- Competent levels of literacy
- Good IT skills necessary
- Most importantly a warm and friendly manner

## Person Specification:

Attributes	Essential	Desirable
<b>Reliable, Organised and Punctual</b> Our volunteer is important to help the office run smoothly so it essential to have the above skills	X	
<b>Willing to learn:</b> We ask that you take part in the training and supervision to help improve your skills during your time as a volunteer	X	
<b>Ability to communicate effectively</b> both verbally and in writing, demonstrating a good standard of written and oral English.	X	
<b>Computer literate</b> with competency in Microsoft Word, Outlook and Excel	X	
<b>Experience of mental health problems</b>		X
<b>Ability to understand the importance confidentiality and boundaries.</b>	X	

## What can you gain from volunteering for Mind in Croydon?

- Access to ongoing training provided by Mind in Croydon and other external providers
- We can provide you with references if you volunteer for six months or longer
- Volunteering in a friendly professional atmosphere
- Reasonable travel expenses reimbursed on production of a receipt.