

Schedule 1

Volunteer Role Description

Title:	Croydon Health and Wellbeing Space Volunteer
Reporting to:	Volunteer Co-ordinator
Location:	Croydon Health and Wellbeing Space – Whitgift Centre, Croydon (and other locations that may be used in the future)

Purpose of the Role

The Croydon Health and Wellbeing Space is dedicated to providing advice, information, support and representation to Croydon residents who are referred to the Space through the local Integrated Care Network Plus and community mental health support teams based in Croydon or through Open Access/self-referral.

The Croydon Health and Wellbeing Space Volunteers will support both clients and staff members in the Space by welcoming clients, taking phone calls on reception, connecting clients to services in and around the Borough of Croydon suited to their support needs and assisting staff in the scanning, printing and sourcing of relevant materials.

The purpose of this role is to assist the Croydon Health and Wellbeing Space in providing friendly, useful and efficient support to both Open Access clients and clients already engaged with the Space.

Main Duties

Main responsibilities and key tasks:

- Welcome clients into the Space and help them to sign-in at reception.
- Take phone calls and make appropriate notes to pass onto staff members if needed.
- Gather basic information on Open Access clients and record appropriately for the staff team to access.
- Understand priority needs and be able to appropriately direct Open Access clients to the services most applicable to them.
- Assist staff in signposting clients to services in and around the Borough of Croydon that provide specialist advice on issues including mental health, benefits, finances, employment, education and training, housing and homelessness, social isolation and general wellbeing.
- Assist staff in printing, scanning, and distributing resources around the Space.
- Attend training and meetings to ensure knowledge remains relevant and up to date.
- Keep up to date with current best practice and legislation within mental health, as well as within the field of Information and Advice more generally.
- Provide updates and feedback to the wider Health and Wellbeing Space teams.
- Maintain accurate and up to date service user records using online triage and database systems.

- Work within Advice Quality Standard framework, this is the mark of quality for independent advice organisations and other relevant quality and performance standards.
- Work within all policies and procedures of the Croydon PIC Partnership, ensuring that information remains confidential and to adhere to the General Data Protection Regulations 2018 (GDPR).

General

- Work as a member of a team, communicating with others in writing and face to face, taking part in meetings where suitable.
- Maintain quality standards in accordance with Mind in Croydon policies and procedures.
- Accept line management and supervision from Volunteer Co-ordinator and to engage constructively in this process.
- Accept the need to learn from experience, to actively take part in reflective practice, to change where necessary, develop new skills and keep up to date with current practice and undertake training as directed by Volunteer co-ordinator.
- Respect and maintain personal and professional boundaries concerning relationships with service users, other volunteers and other staff.
- Act in a responsible manner which does not have a negative impact on the service or the organisation as a whole and which is in accordance with the policies and procedures of Mind in Croydon.
- In addition to the tasks and duties outlined in this Volunteer role description, to undertake any other tasks identified and which are generally compatible with the functions of the volunteer role.

Personal Specification

Experience and Skills

- Demonstrable lived or learned experience and understanding of mental health and related issues and difficulties or challenges.
- Good numeracy, literacy, IT and verbal communication skills.
- Ability to record clear and concise records and understand the need for detailed case recording using databases.
- Ability to deal in an impartial, courteous and culturally competent manner, with people from different backgrounds and with different levels of communication skills.
- Ability to give effective help to people who may be withdrawn, distressed and/or confused and to manage exposure to dealing with difficult and emotional circumstances/situations.
- Ability to work on specific tasks, to prioritise tasks and meet deadlines.
- Understanding of the implications that a confidentiality policy has for the service.

Personal attributes

- Develops effective and trusting relationships, characterised by respect, being non-judgemental and not making assumptions about the person's experiences, beliefs.
- Works inclusively respecting the diversity of each person's experience, and their background or cultural context.
- Values people and sees their potential, worth and strengths.