

Croydon Health and Wellbeing Space

Volunteer Receptionist Agreement

Title: Volunteer Receptionist

Reporting to: Volunteer Lead

Hours: 4 hours per week

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.

We appreciate the time and effort of our volunteers in supporting the Croydon Health and Wellbeing Space to deliver our services to people in the community looking for support with housing, benefits, mental health and anything else that may be impacting their wellbeing.

As a Reception Volunteer you 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 volunteer role is to assist the Croydon Health and Wellbeing Space in providing friendly, useful and efficient support to both walk-in clients and clients already engaged with the Space.

The Croydon Health & Wellbeing Space agree to:

- Provide a clear description of the volunteer role, responsibilities and benefits of the position.
- We will provide all necessary equipment needed for you to carry out your tasks.
- Ongoing support and training to ensure your skills development and ability to carry out your role.
- Regular team meetings to discuss updates and opportunities within the wider service.
- The opportunity to connect with other volunteers and attend events within the team and wider service.

Your 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 Views database and record appropriately for the staff team to access.
- 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, housing and homelessness, social isolation and general wellbeing.
- Assist the team with general administration and running of the space, including the set up of workshops.
- Act 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

- Act as a member of a team, communicating with others in writing and face to face, taking part in meetings where suitable.
- 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.
- Respect and maintain boundaries concerning relationships with service users, other volunteers and 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.

Role Description Agreement

The Volunteer Role Description is not exhaustive and is subject to change considering the services priorities, or requirements. Such change will be discussed and consulted on with the volunteer. Mind in Croydon Ltd and Croydon's BME Forum reserves the right to vary or amend the duties and responsibilities of the volunteer role at any time in accordance with the needs of the service. The statements contained in this description, reflect general details as necessary to describe the principle functions of the volunteer role, the level of knowledge and skills typically required to undertake the role.

It should not be considered an all-inclusive list of volunteer requirements. Individuals may perform other duties as assigned.

The dated signature of the current post holder is an agreement that the Job Description provides an accurate outline and picture of the job as it currently exists.

Signed:

Name:

Date:

Volunteer Specification

Knowledge and Experience	Essential	Desirable
Qualifications		
Relevant mental health, housing, social care or psychology related training or qualifications		D
Demonstrable evidence of equivalent learning or training		D
Experience		
At least one year's paid work experience in advice work, with Welfare Benefits Advice, Universal Credit, welfare rights, housing, money or debt management component. Extensive voluntary experience will also be considered	E	
Demonstrable lived or learned experience and understanding of mental health and related issues and difficulties or challenges	E	
Working knowledge and experience of person-centred approaches and recovery models		D
Experience of managing/supervising volunteer teams or working within a volunteer team		D
Experience of working in voluntary or community settings and building relationships with local groups and organisations		D
Experience of creating, managing and maintaining high quality records of contact and interaction with people, working within a caseload	E	
Experience of peer support approaches and asset/strengths-based care and support systems		D
Knowledge, Skills and Capabilities		
Detailed and up-to-date knowledge of all Welfare Benefits, Housing and Social Security legislation	E	
Ability to write and record clear and concise case records and letters and understanding of the need for detailed case recording using databases	E	
Ability to work alongside the person in nondirective ways – helping the person find solutions that work for them (rather than suggesting solutions)	E	
Ability to focus on and build a person's strengths and their ability to make use of the resources available to them	E	
Ability to remain recovery-focused – working with empathy, building autonomy, empowering the person to define, lead and own their recovery	E	
Ability to build effective, safe and trusting relationships with people using services and with professionals in multi-disciplinary teams	E	

Excellent numeracy, literacy, IT and verbal communication skills	E	
Ability to deal in an impartial, courteous and culturally competent manner, with people from different backgrounds and with different levels of communication skills	E	
Ability to travel around the borough in a timely manner as the role may require some travel to community Hubs and various meetings	E	
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	E	
Ability to maintain standards of work under pressure	E	
Ability to work alone on specific tasks, to prioritise tasks and time effectively, and manage caseloads to meet appropriate standards and performance measures	E	
Understanding of the implications that a confidentiality policy has for the service	E	
Ability to work flexibly across the team and localities and some evenings and weekends as required (approximately one in three weekends)	E	
Willing to work in any other place within the community where clients wish to be seen to fulfil the Service Level Agreement Requirements	E	
Personal Attributes and Approach		
Values people and sees their potential, worth and strengths	E	
Develops effective and trusting relationships, characterised by respect – being non-judgemental and not making assumptions about the person's experiences, beliefs	E	
Works inclusively respecting the diversity of each person's experience, and their background or cultural context	E	
Highly motivated and able to learn quickly, willing to seek advice appropriately and accept supervision and training as required	E	
Shares responsibility for their own personal development	E	