

Carers in Mind Volunteer

Role Description

Role:	Events, Communications and Data Volunteer
Type of Role:	Voluntary
Responsible to:	The Service Lead, Carers in Mind Team
Location:	Office in Twickenham/Community venues in London Borough of Richmond/Online or remote
Hours:	Minimum 3 hours per week, over a 6 month period. Additional hours and/or a longer overall commitment is very welcome.

Role Summary:

The Carers in Mind project works with families and friends supporting someone experiencing a mental health issue. The project delivers a variety of services including one-to-one advice and guidance, peer-led support groups, educational workshops and social activities.

The scope of the Events, Comms and Data Volunteer role is broad and will provide excellent experience for a career changer/recent graduate keen to develop their experience of running a support service in the Health and Social Care field. Alternatively you might be retired or running a household and wish to contribute to the local community for a few hours each week.

The volunteer will assist the team in preparing and delivering a lively schedule of regular and ad hoc events (online and in person) for unpaid carers, assist with producing our regular e-newsletters using the online software Mailchimp and play a key role in maintaining accurate and effective records on our database. You will gain the confidence to communicate directly with our service users to update their records.

You may prefer to focus on one or two of these areas rather than all of them. This can be discussed with the service during an informal interview.

Key Responsibilities:

1. Assist with planning, organising, promoting, delivering and recording a regular programme of events
2. Maintain accurate records on our database and spreadsheet of attendance at activities delivered
3. Assist with producing regular and ad hoc emails designed on Mailchimp
4. Check in with dormant service users by phone and email to update their records
5. Write/type notes of key points from talks/meetings to be shared with all our service users

6. Administration and record keeping in line with RB Mind Policies and Procedures.

Person Specification

- Good communication and IT skills, including digital technology (Zoom, MS Office inc MS Teams)
- Experience with or willingness to learn to use Mailchimp
- Awareness of mental health issues and the impact it has on family and friends
- Non-judgmental attitude towards people affected by mental health issues
- Ability and willingness to perform tasks independently and ask for help when required
- Awareness of and willingness to comply with confidentiality and data protection policy
- Ability to work well in a team and independently
- Friendly, empathetic and enthusiastic
- Reliable
- Ability and willingness to travel around the Borough of Richmond upon Thames as required.

Expectations

- Successful applicants will be required to provide details of two references and agree to submit details for and undertake a Disclosure and Barring Services (DBS) check
- To complete a volunteer induction including online training
- To offer a minimum 6 month time commitment to the role (12 months preferred)
- To comply with all RB Mind organisational policies.

What we offer:

- Access to mandatory training (as well as opportunities for ongoing developmental training) and volunteer activities
- Support from staff via one to one meetings and group meetings with other volunteers
- Travel and refreshment expenses (as per policy)
- References (after completion of 3 months volunteering with us).

If you would like to join our growing team of Carers Service Volunteers, we would love to hear from you. Please email your application to: carers@rbmind.org or call 020 8940 7384 for more information.