



## **Role Description for RB Mind Helpline Volunteer**

<b>REPORTS TO:</b>	Helpline supervisor
<b>PURPOSE:</b>	To provide valuable support to RB Mind's helpline
<b>HOURS:</b>	Flexible / operating hours across 7 days per week including evenings
<b>BASED AT:</b>	Home working in the first instance. Usual address: UK House, 82 Heath Rd, Twickenham, TW1 4BW. Phone provided, and confidential space required when working from home.

### **DUTIES CAN INCLUDE:**

- To answer and respond to telephone and email queries made to the helpline, giving emotional support and giving information including signposting to other local services.
- To check or update Excel spreadsheets and enter data into our online database (training will be provided)
- Filing, document shredding and other tasks as relevant to the role
- Organising information booklets and making a note of ones that need to be restocked
- To research local organisations provisions and update our resource library for signposting
- To scan confidential documents and save appropriately

### **SKILLS / ATTRIBUTES & ABILITIES REQUIRED:**

- Non-judgemental attitude towards people with lived experience of mental ill health
- Trained and/or experience in working in a similar phone support based role useful
- Counselling skills, health or social care background useful but not essential
- Professional, with good customer service and listening skills
- Knowledge of organisations and charities operating in Richmond Borough
- Good IT skills, confidence with MS Office, Outlook, Internet and online databases
- Sound understanding of confidentiality and data protection, respecting the sensitive nature of material received and dealt with by RB Mind
- Willingness to perform tasks in accordance with RB Mind policies and procedures
- Enhanced DBS check (RB Mind administers and covers the financial cost)

### **WHAT WE OFFER:**

- Travel or home working expenses in accordance with our volunteer and expense policies

- Training on relevant IT software and volunteer training around mental health
- Appropriate supervision
- References (after completion of 3 months volunteering with us)

**If you are interested in applying or would like further information on volunteering with us, please email our Volunteering Team at [volunteering@rbmind.org](mailto:volunteering@rbmind.org)**

**Thank you for your interest in Richmond Borough Mind**