

## ***Interested in supporting and learning how a local charity is run and governed?***

### **Operations Volunteers**

Required to assist with project planning; human resources - reviewing and updating policies and procedures; data collection and presentation; outcome measurement and evaluation; quality assurance and administrative processes.

**HOURS:** Flexible - 7.5 to 15 hours during office hours

**BASED AT:** Home Based or Richmond Borough Mind, 1st Floor, UK House, 82 Heath Road, Twickenham, TW1 4BW

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

- Non-judgmental attitude towards people with lived experience of mental ill health
- Professional, with good customer service skills and attention to detail
- Able to perform tasks without constant supervision and to ask for help when required
- Good administrative and 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 and lunch expenses / Working from Home allowance in accordance with our volunteer and expense policies
- Training on relevant IT software and volunteer training around mental health
- References (after completion of 3 months volunteering with us)
- Ongoing support and supervision

**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**