Volunteer Role Description

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| ROLE TITLE | Enquiries Support Volunteer |
| HOURS | Flexible, potentially including some evening and weekend work |
| LOCATION | Remote |
| REPORTING TO | Engagement and Development Lead |

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| ROLE PURPOSE | To be the first point of contact for incoming queries through LLR Mind’s email, telephone, website, and social media channels. Provide information and signposting to relevant support and services. |

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| KEY RESPONSIBILITIES |
| * Work alongside our Core Services team to respond to telephone and email enquiries. * Provide support to individuals concerned for their wellbeing or the wellbeing of someone close to them. * Share information and signpost individuals to appropriate local and national support services. * Act as an ambassador of LLR Mind, promoting the organisation and services we offer. |

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| **ROLE REQUIREMENTS** | **Essential/ Desirable** |
| EXPERIENCE   * Direct or indirect experience of mental health problems * Understanding of customer service skills and commitment to delivering high standards of customer care. * Knowledge of mental health support services available in LLR. | D  D  D |
| SKILLS AND ABILITIES   * Excellent written and verbal English skills * Ability to speak other languages used in Leicester, Leicestershire, and Rutland * IT proficient, including Office 365 and social media * Active listening and interpersonal skills including empathy, kindness & patience | E  D  E  E |
| ATTITUDES   * Able to work independently, asking for help, and collaborating with others. * Able to work in a recovery-orientated, person-centred, non-judgmental manner. | E  E |
| GENERAL   * Able to work some evenings and weekends by prior agreement | E |