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.
 | DDD |
| 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
 | EDEE |
| ATTITUDES* Able to work independently, asking for help, and collaborating with others.
* Able to work in a recovery-orientated, person-centred, non-judgmental manner.
 | EE |
| GENERAL* Able to work some evenings and weekends by prior agreement
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