**Working for Health**

**About us**

Working for Health CIC is a specialist, end to end provider of employment support to people with mental health conditions. It provides support for the job seeker to find work and supports people in work to keep their job.

We aim to increase an individual’s hope and aspiration for work, to increase the number of people in work, and reduce stigma and discrimination

**Our philosophy**

Working for Health believes that:

* everyone can work, if the work is right for them
* everyone has skills and talents
* everyone has the right to a second chance
* hope will be the change agent

Working for Health is committed to ethical principles and practice, not only towards the customers we serve but also to our partner agencies, commissioners, employees, volunteers and our environment.

As a Community Interest Company all of our profits are reengineered into our community of interest: in our case this is the group of people whose working life is affected by mental ill health.

**Volunteer job Title** Administration/ Receptionist Volunteer Leader

**Payments:** All authorised out of pocket expenses will be reimbursed

**Role Purpose:**

The role of Admin and Reception Volunteer Leader is to manage an effective Front of House and Reception support for the organisation and to support trainees to develop in their role.

The role will require the oversight of the day-to-day reception duties and anticipating the needs of the organisation.

You will be supported by a trainee on Work Placement who will be in their role for a 3-month period. You will train them on processes and support their skills development and provide progress updates to their key worker.

**Duties**

Reception duties:

* Answering telephone calls and directing to the correct member of staff or taking and passing on messages in a timely fashion.
* Welcoming visitors and members to the building and ensuring that they are made comfortable.
* Ensuring visitors are signed in and maintaining Covid security
* Answering the door and dealing with enquiries from the public.
* Promoting workshops and activities to members via email and Discord.
* Booking members onto workshops and sending pre-course information to attendees.
* Researching job, volunteering and learning opportunities and posting these on to our internal discord platform.
* Routine admin duties such as photocopying and shredding.
* Copy typing, such as letters and CVs.
* Mailouts: collating information and addressing envelopes.
* Data inputting using excel spreadsheets.
* Maintaining a safe, clean and welcoming environment.

Supervisory duties

* Contribute to the induction of new trainees
* Allocate daily tasks and support where required
* Report sickness and absence to the Volunteer Co-ordinator
* Conduct monthly reviews of progress and liaise with Key Worker

General duties

* Maintaining a professional relationship with the participants, staff and other volunteers, and maintain confidentiality and boundaries.
* Contributing to service development and identify areas for improvement.
* Engaging in supervision, training and personal development activities consistent with the requirements of the post.
* Working within the policy and governance framework of the organisation.

**How we work**

**Confidentiality**

In the performance of the duties, the post-holder may have access to confidential information relating to service users, staff and volunteers, and the organisation. All such information is to be regarded as strictly confidential and may only be divulged to authorised persons in accordance with the policies and procedures relating to confidentiality and the protection of personal and sensitive data.

**Health and Safety**

The post-holder will assist in promoting and maintaining their own and others’ health, safety and security as defined in the Health & Safety Policy.

**Safeguarding**

Working for Health is committed to safeguarding and promoting the welfare of children, young people and Adults at Risk and we expect all staff and volunteers to share this commitment. The suitability of all prospective employees or volunteers will be assessed during the recruitment process and the successful applicant will be required to undertake annual Safeguarding training and an enhanced criminal record check.

**Equality and Diversity**

The post-holder will support the equality, diversity and individual rights: acting in a way that recognises the importance of people’s rights; respecting people’s privacy, dignity, needs and beliefs; and behaving in a manner which is welcoming, non –judgemental and respectful of circumstances, feelings, priorities and rights.

**Personal/professional Development**

The post-holder will participate in the induction training programme implemented as part of this role, participate in a Development Review and take responsibility for own development, learning and performance.

**Person Specification**

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| --- | --- | --- |
| **PERSON SPECIFICATION** | **Essential** | **Desirable** |
| Level 2 English and Maths or demonstrable skills. | ✓ |  |
| Excellent written, verbal and non-verbal communication skills. |  |  |
| To be computer literate in Microsoft office. | ✓ |  |
| Ability to work in an empowering, enabling & creative way. |  |  |
| Demonstrate administrative skills. | ✓ |  |
| To communicate effectively with a range of people: members, volunteers, staff, professionals and external agencies. |  |  |
| To have lived experience of mental health problems. |  | ✓ |
| Good team-working skills. | ✓ |  |
| A minimum commitment of 2 days per week. | ✓ |  |

**Applications**

To apply for this role please send a CV and a cover letter outlining how you meet the person specification and why you would like a work placement with us.

Applications can be sent by email to [diane@workingforhealth.co.uk](mailto:diane@workingforhealth.co.uk)

Or by post to:

Diane Heaven

Working for Health CIC

The Station

Station Road

Cottingham

East Yorkshire

HU16 4LL

For more information on the role, please contact Diane on 01482 242808