



## 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 Role:** Administration

**Expenses:** All authorised out of pocket expenses will be reimbursed.

**Role Purpose:**

The role of Administration Volunteer is to support the administrative function of Working for Health and the day-to-day administrative duties of the Work Recovery Coaches working on a range of programmes.

**Tasks:**

Roles will be varied but may include:

- Data inputting and data cleansing using excel spreadsheets and the forthcoming CRM.
- Routine admin duties such as photocopying and shredding.
- Mailouts: collating information and addressing envelopes.
- Adapting existing documents for clients with additional needs (e.g., changing font size or putting onto coloured paper)
- Copy typing, such as letters and CVs.
- Answering telephone calls and directing to the correct member of staff.
- Answering the door and dealing with enquiries from the public.
- Welcoming visitors and members to the building and ensuring that they are made comfortable
- Booking clients onto workshops and sending pre-course information to attendees.

**Key Accountabilities:**

- To maintain a professional relationship with the participants, staff and other volunteers, and maintain confidentiality and boundaries.
- To engage in training and personal development activities consistent with the requirements of the post.
- To work within the policy and governance framework of the organisation and outlined in the volunteer handbook.



## How we work

### Confidentiality

In the performance of the duties, the volunteer 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 volunteer 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 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 volunteer will support the equality, diversity and individual rights: acting in a way that recognizes 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.



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, professionals, and external agencies.	✓	
Good team-working skills.	✓	
A minimum commitment of half a day per week.		✓

## Applications



To apply for this post please use our application form:

<https://www.workingforhealth.co.uk/volunteering/opportunities-2/work-taster-volunteering-application/>

If you wish to discuss this role in more detail or volunteering in general, please email [hello@workingforhealth.co.uk](mailto:hello@workingforhealth.co.uk) or give us a call on 01482 242808