

Mind My Home Triage Volunteer Role Description

Title:	Mind My Home – Triage Volunteer
Responsible to:	Adult Services Manager
Hours:	6 hours per week
Location:	Volunteers have the option to work from our offices/locations in Spelthorne and the Hammersmith & Fulham, Ealing, and Hounslow tri-borough, as well as remotely.

Purpose of the Role

This volunteer role is a key part of the HFEH Mind team delivering a range of services across Hammersmith and Fulham, Ealing, and Hounslow. We support clients with mental health with both clinical and non-clinical interventions.

The volunteer will work on our Mind My Home service, which offers 8 sessions of Solution Focused Brief Therapy to residents in Spelthorne and residents of A2 Dominion housing across Hammersmith and Fulham, Ealing, and Hounslow. Our volunteer will support the Mind My Home team with numerous tasks beginning with the projects administration and triage (once trained).

Main Responsibilities

To work closely with the Mind My Home team and support the service with enquires, & service users to access the service.

Tasks:

- Answer any queries from both professionals and service users that come through to the Mind My Home inbox.
- Triage clients for the service through an onboarding process.
- Support with follow up surveys for those who have accessed the project and obtained their feedback to improve our services.
- Support the Mind My Home team to promote the service to the local community.
- Liaise with our Head of Comms to ensure the service is being promoted on social media.
- A willingness to undertake training courses.

- Uphold HFEH Mind values and behaviours.

General Responsibilities :

- Undertake any other duties commensurate with the level of the role.
- Embrace diversity and share in our commitment to equality of opportunity and to eliminating discrimination.
- Share our commitment to safeguarding adults and children at risk of harm.
- Use the charity's resources efficiently and effectively to ensure that our financial resources are demonstrably used for the benefit of our service users.
- Ensure that information is obtained, used, and stored in accordance with our Data Protection and Confidentiality policy.

Type of person we are looking for:

We welcome applications from those completing studies in Psychology, Counselling/Psychotherapy, or any Allied Health Profession with a focus on supporting those with mental health needs.

However, your attitude, motivation, and commitment are just as important as your training/qualifications, or any previous experience. We will review all applications individually and assess them on their unique merits, so do not be discouraged from applying if you do not meet all the criteria listed below.

We encourage applications from those with lived experience of mental health problems, as well as those from Black, Asian, and minority ethnic communities.

Essential:

- An interest in supporting those with mental health needs to access Mind My Home.
- An appreciation of the complex factors that can precipitate, maintain, and exacerbate mental health problems.
- Good oral and written communication skills (including listening skills); the ability to communicate in a patient, considered, and empathetic manner.

- Excellent organisational skills, with the ability to follow administrative procedures.
- A team player who is willing to chip in and work reflexively, responding to the challenges that arise from working in a dynamic environment.
- IT skills – able to update spreadsheets, use web-based applications, video-conferencing software, and Microsoft Office applications.

Desirable:

- Experience of supporting people with mental health needs, in a voluntary, paid, or personal capacity (i.e., friends and family).
- Previous involvement with local community groups/networks/feedback groups.
- Awareness of the cultural barriers that may exist to seeking mental health support.

Time commitment and expenses:

- 6 hours per week (including a 1-hour lunch break), during our core hours of 10AM – 4 PM. Please indicate your preferred volunteering day(s)/time(s) on your application.
- We request a minimum commitment of 6 months of volunteering after the completion of your induction.
- We will provide volunteers with an induction, training, and ongoing mentoring to support them in the role .
- Reasonable travel expenses will be reimbursed.

HFEH Mind value equal opportunities; and are proud to foster a workforce of volunteers and employees that reflects the diverse communities we serve. We welcome applications from all suitably qualified persons from all backgrounds.

HFEH Mind are committed to creating and fostering a culture that promotes safeguarding and the welfare of all children and adults at risk. Our safer recruitment practices support this by ensuring that there is a consistent and thorough process of obtaining, collating, analysing, and evaluating information from and about candidates to ensure that all persons appointed are suitable to work with children and vulnerable adults.

Post is subject to an enhanced DBS check.