

## Volunteer Role Description

Your volunteer role description provides you with an outline of your role and the tasks you will complete when volunteering.

Whatever your role, or however much time you donate, you will be helping to improve the lives of people severely affected by mental illness. We appreciate and value your commitment to volunteering with Rethink Mental Illness.

### My role title:

SPOA Volunteer (Single Point of Access)

### Role details

#### Where my role is based

Office Bound (The Croft)

#### Who I am supported by

Living Well Derbyshire / Derbyshire Recovery and Peer Support Service Managers

#### The DBS check for my role

Enhanced, Adult Workforce

### Service details

#### The service I support

Derbyshire Recovery Peer Support Service

#### The location of the service

Ripley, Derbyshire

#### The days and times volunteering is available

Flexible

#### The service code

6646

## The purpose of my role

The aim of the role is to provide administration support and clerical work to the DRPSS service. This will include providing phone support, organisation of documents to be sorted into correct places, assistance with enquiries and signposting to appropriate support options.

## The service I support

You will be supporting our single point of access coordinator as part of The Derbyshire Recovery Peer Support Service.

## I will complete the following tasks

List the main tasks that the volunteer will support with.

- To organise and file documents for the DRPSS service
- Offer signposting and referral options as required
- Phone support via SPOA line
- Upload documents to our systems
- Chase up On Hold referrals
- DRPSS outlook inbox
- Provide updates currently on waiting list for service

## I have the necessary skills, experience, and attitude

### **I have the essentials covered:**

- Excellent communication skills
- Basic IT Knowledge
- Able to relate to people from all backgrounds and the ability to remain non-judgemental
- Understanding the importance of confidentiality
- Organisational skills

### **Although it's not essential, I may also have:**

- Good local knowledge of mental health support



You'll have our support and guidance, every step of the way

## What I value and how I will behave

I can demonstrate and apply Rethink Mental Illness values:

**Commitment** - We work tirelessly to provide support for everyone severely affected by mental illness.

**Equity** - We believe that in a world where discrimination and disadvantage exist treating people with equity is critical to ensure justice and fairness for all.

**Expertise** - We constantly use our expertise to provide practical and personal support for people who are severely affected by mental illness.

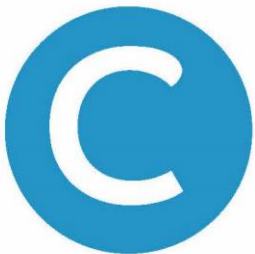
**Hope** - We offer hope of a better quality of life for all those severely affected by mental illness.

**Openness** - We are open and transparent in all our work with beneficiaries, supporters, partners and the public to achieve change for people severely affected by mental illness.

**Passion** - We are passionate about leading the way to a better quality of life for everyone severely affected by mental illness.

**Understanding** - People who are severely affected by mental illness are at the heart of everything we do in our organisation – our membership, our governance and our workforce.

I can demonstrate and apply RethinkCARES behaviours of:



**Connect**



We work together, we celebrate together

**Accountable**



We do what we say we will do

**Respect**



We believe everyone counts

**Evolve**



We challenge, we listen, we change

**Success**



We deliver results

## What training and support will I receive?

**As part of my induction, I will complete the following e-learning modules:**

- Safeguarding adults
- Data security

**Depending on my role, I may also be asked to complete other training courses such as:**

- Safeguarding children
- Equality and diversity
- Health and safety
- Mental health awareness

**I will also have access to:**

- Regular reflection sessions with my Volunteer Manager

## What will I get out of it?

**There are lots of benefits to volunteering. Here are just a few:**



**Develop my existing skills  
or learn new ones**



**Enhance my CV and  
boost my employability**



**Reimbursement for out-  
of-pocket expenses**



**Impact positively on my  
own mental health, as well  
as others**



**Meet new people and  
increase my self-  
confidence**



**Find a passion and  
maybe a step towards a  
new career**



**Access to internal  
vacancies**



**Access to Rethinks  
Volunteer Assistance  
Programme**



**Gain a reference from  
Rethink Mental Illness**