

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:

Volunteer Admin Assistant

Role details

Where my role is based

Homebased

Who I am supported by

Volunteering Policy & Practice Manager

The DBS check for my role

N/A

Service details

The service I support

Volunteering Team

The location of the service

The Volunteering Team supports services across Rethink Mental Illness

The days and times volunteering is available

Flexible Monday-Friday

The service code

3005

The purpose of my role

As a Volunteer Admin Assistant you will support with the recruitment and onboarding of volunteers across the charity, ensuring volunteers and Volunteer Managers have a positive experience throughout the process. As a volunteer yourself, any ideas you have on how we can improve our processes for volunteers moving forward will be encouraged and welcomed.

Ideally, you will be able to dedicate a minimum of 7 hours per week to volunteering between Monday - Friday. There will be flexibility around how you choose to complete these hours.

The service I support

The Volunteering Team develops policy and practice for volunteering across Rethink and provides support and advice throughout all aspects of the volunteer lifecycle. We support managers whose roles are dedicated to managing volunteers, and we also support managers who recruit volunteers occasionally.

The Volunteering Team forms part of our central People & OD Team which also includes HR Operations, LODE (Learning OD & Engagement), Recruitment & Onboarding, and People Data Analysis. The team meet once a month, either online or in person in Birmingham or London, for our team meeting which you will be invited to attend.

I will complete the following tasks

As a Volunteer Admin Assistant, you might be supporting with:

- Creating and posting adverts for volunteer opportunities
- Creating and posting content on social media
- Processing volunteer offers
- Issuing volunteer agreements
- Processing online DBS applications
- Responding to volunteering enquiries in the volunteering inbox
- Contacting volunteers to request outstanding documents
- Updating the volunteering recruitment system

I have the necessary skills, experience, and attitude

I have the essentials covered:

- A positive attitude
- Good organisational skills
- Good communication skills
- Basic administration and IT skills
- Ability to adapt communication style dependent on the needs of an individual
- Access to the internet (a laptop will be provided but must be returned when you stop volunteering)

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

- A CIPD qualification, or working towards
- Lived experience of mental illness
- Knowledge of Rethink Mental Illness and the work we do



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.

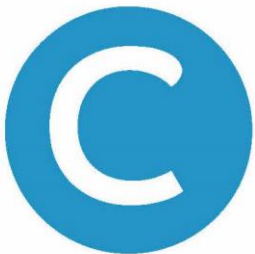
Hope - We offer hope of a better quality of life for all those severely affected by mental illness.

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