

Reception Support Volunteer Role Description

What is Reception Support?

Providing general office and administrative duties including the housekeeping of the reception, meeting rooms, and waiting areas. We pride ourselves on creating and maintaining a welcoming environment for all staff, visitors, and service users to our Lothian Road office. Our team function as the first point of contact for Teesside Mind enquiries. We provide information and advice on the projects and support services available, including how and where to access mental health services in the area.

What will I be doing?

Reception Support Volunteers will support alongside the admin team to meet and greet staff, visitors, and service users into the building. You will help maintain a comfortable and welcoming environment in our reception area. You will help with general admin duties which will vary day to day. You will help in the set-up of training sessions and group activities by arranging seating, checking equipment is working and providing refreshments. You will also assist with maintaining our stock and deliveries, which could be anything from equipment to stationary or restocking our staff coffee shop.

What will I get in return?

In return for your time, Teesside Mind will provide full volunteer training and regular review sessions with staff and other volunteers to help you get the most out of your volunteering experience. Volunteers will be reimbursed for out-of-pocket expenses (e.g., travel).

Opportunities to develop new skills.

There will be opportunities to develop your skills and confidence in supporting others with mental health issues, delivering group activities, providing emotional support, understanding professional boundaries, following safeguarding procedures and making effective use of reflection and supervision.

As a part of this role, you will be expected to:

- Meet and greet staff, visitors, and service users into the building.
- Support the admin team with DBS checks; Photocopying and scanning of ID documents.
- Printing new staff ID badges.
- Set up for training sessions and group activities, arranging seating, setting up equipment, providing refreshments and tidying away at the end.
- Assisting with stationary stock checks.
- Restocking the staff coffee shop.
- Provide equal opportunities for everyone to take part and feel included.
- Share information about local services that can offer support to participants with needs.
- Contribute to evaluation activities and support participants to do the same.
- Be a positive role model.

As a volunteer of Teesside Mind, you will also be asked to:

- Complete our volunteer induction and attend any other training necessary for the role.
- Attend regular supervision sessions.
- Provide feedback and attend relevant meetings (where able).
- Behave in a professional, confidential, and non-discriminatory manner always and promote equal opportunities for all.
- Conduct yourself in accordance with Teesside Mind's policies and procedures and uphold the organisations values.

How much time do I need to commit?

- To get the most out of volunteering with us, ideally you'll be able to commit to 3 hours per week. Various shifts Mon-Fri are available.
- You will be invited to a monthly team meeting (optional and any updates you need to know about can be sent to you).

I have a question about accessibility.

We encourage anyone interested in this role to get in touch if you have any questions about accessibility.

What have existing volunteers said about volunteering with Teesside Mind?

"I was waiting for a volunteer opening that fitted my lifestyle as a single parent and was the right opportunity for me. The patience paid off as I have found the perfect role at Mind."

"My coordinator is always messaging to see if I'm alright. I feel the support is good and I know if I've had a bad shift, I can text the coordinator and they will get back to me as soon as they can."

"Volunteering is my way of giving back to the service from all the times they've helped me through talking therapies and courses and supporting other people who are in my shoes."

"I have volunteered with another organisation previously and even though I enjoyed the role I never got the satisfaction or sense of belonging that I have volunteering at Mind."

"I don't work because my disabilities make it difficult to hold down a job and I just want a sense of purpose. If I wasn't a volunteer and doing these things, I'd probably feel a lot more depressed and like I had no direction in life."

"Volunteering has given me vital experience to aid me in my career path."

Disclosure

This role is subject to satisfactory references, Mind's policies on the Protection of Children and Young People and Vulnerable Adults and an Enhanced Disclosure and Barring Service (DBS) check and subsequent re-checks. (Please speak to us about any questions e.g., help identifying suitable references)

What experience, knowledge, skills, and attitudes will I need?

To help you make your decision about whether to apply for this role we have listed the experience, knowledge, skills, and attitudes that will help you to make the most of the role in the below. Don't worry if you don't already possess everything on the list: some will be included in the volunteer training, and you will develop others as you gain experience in the role.

Experience, knowledge, and skills

- Experience of working in an admin or office setting beneficial but not essential.
- Basic knowledge of computer and IT systems.
- Good people skills and the ability to communicate with people of different gender identities, ages, and backgrounds.
- Good time management skills and reliability.

- Ability to maintain professional boundaries and confidentiality.

Attitudes

- Friendly and approachable attitude.
- Welcoming and non-judgmental attitude.
- Positive approach to helping and supporting others.
- Positive approach to team working.
- Commitment to Teesside Mind's values (Caring, Professional, Trustworthy, Determined and Welcoming).

Who do I need to contact if I have any questions?

If you have any questions or would like further information, then please contact Kath Pillar.

01642 275020 kath.pillar@teessidemind.org.uk