

# Volunteer Opportunity

Volunteers are a vital part of the Stockport Mind team, we couldn't do what we do without you!

We appreciate our volunteers and recognise the valuable contribution they make as a whole and as individuals. We have a selection of different roles so if this one doesn't appeal please get in touch and we will be happy to discuss other options. We are a flexible, friendly, forward thinking charity with a passion for mental health.

**Role title** - Reception Volunteer

## Role description

This role is to compliment the work of our paid staff by working alongside them to provide guidance to those who contact us and access our services. The role includes welcoming people into the building, directing phone calls, taking messages and signposting people to other services, where appropriate. You will be inducted by staff into how to do this.

## Aim of the role

The aim of this role is to provide effective signposting and to enable people to access Stockport Mind services with confidence via a polite, effective and accessible reception team. It is also to maintain our professional standards whilst answering enquiries from members of the public and other organisations. This combines to build trust in the organisation overall within the community.

## Commitment

This role would ideally involve a commitment of at least one session (3.5 hours) per week (between Mondays – Fridays 09:30 – 13:00 or 13:00 – 16:30) to be arranged as suitable for both yourself and current vacancies. The session would be your regular ongoing session however if you need to swap one week then this may be possible and we expect that you will need time off occasionally to ensure you maintain your wellbeing. You will be required to attend necessary training and supervision, although we can be flexible with days/times regarding this. We request that you are actively volunteering with us for six months prior to us providing you with a reference.

## Benefits

The benefits of volunteering are immense!

Benefits include being part of a positive change for individuals and also change for yourself, Stockport Mind and the local community. The knowledge that you are making a difference and working as part of a friendly team to benefit others and support a local mental health charity. Experience, to learn more about mental health, local organisations and support for people experiencing distress, to improve your skills and options. Free training, free refreshments and reimbursement for travel costs. Volunteering has far wider positive implications than often recognised. We recognise that people volunteer for a wide variety of reasons and therefore the benefits are just as diverse.

## Qualifications, skills, and experience

We do not ask for any formal qualifications for this role as it's what you bring to it as an individual that is vital to its success. We welcome polite, patient, friendly, approachable people with a pleasant manner. An interest in mental health and supporting others is vital alongside reliability, team working and organisational skills. We would like, and are able to support in development, listening skills, communication skills, confidentiality and boundary knowledge. You will receive induction training and these can be developed as you progress.

We do request an enhanced DBS check for this role. We are a forward thinking organisation and will consider any disclosures that are made carefully with consideration of offence, time and severity- we only request that you are honest with us.

## Support and supervision

You will receive regular support from the staff team and our information and communications worker, who is based in our reception area, and have a full induction into your role. Informal support is constantly available at Stockport and District Mind if required. However, you will be in contact with staff whenever you are volunteering and you will receive regular formal supervision as well as group supervision. Group supervision will be completed through a mix of formal and informal to ensure you have time to mix with other volunteers and learn from each other. We are able to offer a variety of different opportunities to our volunteers to promote the amazing team we have and would welcome you to join us.

## Next steps

If you are interested in the above role, have any questions or would like any further information about volunteering opportunities please get in touch. Please ring Natalie on 0161 480 7393 or email [natalie.wright@stockportmind.org.uk](mailto:natalie.wright@stockportmind.org.uk)

Thank you for taking the time to show an interest in Stockport and District Mind and the work that we do. Please look at our website for more information about who we are and the work we do, we hope to hear from you soon.

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