



Job title	Administrator – Wellbeing Volunteer
Responsible to	Wellbeing Services Managers
Geographical Reach	North Kent
Base	Dartford
Hours	4 hours per week

Job Description

Wellbeing Service Admin Volunteer

Purpose of the Post

This post is to provide administrative support to the Wellbeing Services

Structure of the Post

This post will be supervised by the Wellbeing Services Manager and will be based at the Almshouses, 20 West Hill, Dartford, Kent.

The post will be based in the North Kent Mind Offices at 20 West Hill Dartford in the first instance, but some travel to other sites or to external meetings may be required, for which travel expenses are payable. This mobility is essential to the smooth running of our business. We expect that this role will work four hours in Wellbeing Services.

A: DUTIES OF THE POSTS: SPECIFIC

Wellbeing

1. To serve as a member of the Wellbeing services Team, taking telephone calls from service users, staff and outside organisations
2. Liaising with Support Workers to ensure the smooth running of the service.
3. To gain a full understanding and working knowledge of the Live Well Kent database and to keep this up to date. To develop a strong understanding of the service user tracker.

4. To check the dashboards on internal system on a regular basis and to action referrals
5. Ensure rota is up to date weekly and reflects annual leave/cover.
6. To work within confidentiality and information governance guidelines, to protect clients person information at all times.
7. To assist the Wellbeing Services Manager in the provision of secretarial support. This will include composing letters, typing, telephone and general administrative work.
8. To assist in the administration of office systems, i.e. databases and filing systems.
9. To undertake any other general administrative task that may be required.
10. Taking phone messages for staff and volunteers working with the organisation.
11. Ensuring all callers receive a warm and professional welcome and are treated with respect.
12. Taking clients details to refer them into our services.
13. Maintaining a database referrals.
14. Circulation of leaflets and information by email and post as required.
15. Preparing packs of information for events.

B: DUTIES OF THE POSTS: GENERAL

These duties apply to all North Kent Mind Staff, whichever service they work for:

1. To work within a framework which:
 - Abides by all the policies of North Kent Mind, including Equal Opportunities, Confidentiality and Health and Safety.
 - Promotes Social Inclusion, Empowerment, Well-being and the Recovery Model
 - Respects, encourages and builds on individual clients' coping strategies, skills and autonomy, and is in keeping with the Codes Of Practice for Social Care Workers as defined by the General Social Care Workers
 - Maintains good liaison with any other outside agencies as is necessary
 - Promotes good joint working, links and cross-referral with all North Kent Mind colleagues.
 - Adheres to the principles of the Social Care Standards as defined by the GCSI

2. To participate in supervision and appraisal
3. To attend staff meetings and day service team meetings
4. To attend training/meetings and some annual events as required
5. To undertake any other duties which the CEO or Board of Trustees may, from time to time, reasonably delegate or assign.

NORTH KENT MIND

Administrator, Wellbeing Service

PERSON SPECIFICATION

Experience, Skills, Knowledge	Essential	Desirable
Experience of providing administrative support in an office environment	✓	
An empathic manner when dealing with clients and colleagues alike	✓	
Ability to prioritise tasks and manage time efficiently	✓	
Good knowledge of Microsoft office especially excel	✓	
Ability to develop positive and professional working relationships with staff, volunteers, clients and external Organisations	✓	
An understanding of the importance of confidentiality and an ability to respect this at all times	✓	
Clear professional boundaries	✓	
Good written English and communication skills	✓	
Excellent organisation and administrative skills	✓	
Proactive and flexible approach to problem solving	✓	
An ability to prioritise workloads	✓	
Warm and professional manner both in person and on the telephone	✓	
Excellent communication skills	✓	
Ability to work within a team	✓	
An understanding of equal opportunities	✓	

Able to work on own initiative	✓	
A good knowledge of the services provided by North Kent Mind		✓
Flexibility around working hours	✓	