

## **MhIST – Volunteer Advocacy Administrator**

30 Chorley New Road

Bolton

BL1 4AP

Tel: 01204 527200

### **WHEN REQUIRED**

MhIST require Volunteer Advocacy Administrators all year round

### **AREA OF INTEREST**

Mental health

### **TYPE OF ACTIVITY**

Advocacy Administration

### **RECRUITMENT METHOD**

Application form, Induction Training, Police checks, References, Interview, Trial period

### **VOLUNTEER ROLE**

- Handle incoming advocacy requests
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- Handling of incoming correspondence.
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- Assisting advocates in making appointments.
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- Collation of case files, including standardising the files, making sure that dairy sheets are up to date and that documents within the file are ordered correctly.
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- Archiving of closed cases.
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- Assisting advocates in out going correspondence.
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- Assisting advocates maintaining client case files.
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- Assisting advocates maintaining the electronic case files.
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- Returning calls for advocates who are not available.
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- Sending out evaluation forms
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- Collating returned evaluation forms.
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- Creating suitable spreadsheets / databases to record in.

### **SKILLS AND QUALIFICATIONS**

There are no specific qualifications required; however volunteer advocacy administrators must be able to communicate both verbally and in writing and be confident in dealing with other agencies when required.

**MORALS.**

Here at MhIST it is essential that all volunteers have a positive outlook and approach to people who identify with mental health issues or problems.

Above all else we require people to be approachable, warm, friendly, non judgemental and empathic, and to be able to abide by our rules on confidentiality.

**AGE/GENDER RESTRICTIONS**

16+ No Gender restrictions

**DISABLED ACCESS**

There are steps to the front door and the toilets are situated on the first floor.

**EQUAL OPPORTUNITIES POLICY**

Yes

**EXPENSES**

All out of pocket expenses will be paid

**INDUCTION**

MhIST delivers its own in-house training which covers:

An overview of MhIST, the organisation, MhIST policies and procedures, MhIST services, mental health awareness (overview), boundaries, confidentiality, perceptions and stereotypes, active listening, empowerment/disempowerment, personal safety, communication, anti-discriminatory practice and support options for all volunteers.

**INSURANCE COVER**

Yes

**TRAINING**

Further training will be provided as and when necessary.

**DIRECTIONS**

MhIST is situated at the Bolton end of Chorley New Road opposite the entrance to Bolton Hospice and approximately 300 metres from Landmark House Surgery/Chemist.

Bus Numbers: 575, 505, 617.