

MhIST- Volunteer Counselling Administrator

30 Chorley New Road

Bolton

BL1 4AP

Tel: 01204 527200

WHEN REQUIRED

MhIST require Volunteer Counselling Administrators all year round.

AREA OF INTEREST

Mental Health

RECRUITMENT METHOD

Application form, Induction Training, Police checks, Reference, Interview, Trial period.

VOLUNTEER ROLE

- Handle incoming counselling requests
- Handling of incoming correspondence.
- Assisting counsellors in making appointments.
- 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.
- Archiving of closed cases.
- Assisting counsellors in out going correspondence.
- Assisting counsellors to maintain client case files.
- Assisting counsellors to maintain the electronic case files.
- Returning calls for counsellors who are not available.
- Sending out evaluation forms
- Collating returned evaluation forms.
- Creating suitable spreadsheets / databases to record in.

SKILLS AND QUALIFICATIONS

There are no specific qualifications required; however volunteer counselling administrators must be able to communicate both verbally and in writing

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, 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 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 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