



Solent Mind - Role Description for Volunteer

Role Title: Improving Access to Psychological Therapies (IAPT) Administrative Assistant (Volunteer)

Location: Black Horse House, Eastleigh

When: November 2010, ongoing

Commitment required: Flexible

Role Purpose: To provide administrative support to the new IAPT service, which is called italk. The role will play an integral part in managing telephone, fax, email and postal referrals coming into the service, and dealing with general telephone enquiries about the service. The volunteer will be based in the busy IAPT hub, carrying out general administrative duties, including answering the phone, dealing with visitors on arrival and supporting the team administratively

Main Responsibilities

- To offer general administrative support to the Hampshire IAPT Step 2 team
- To help operate the reception area.
- Produce letters, documents and reports as required.

Administration

- Use photocopier, fax and other office machines as appropriate.
- Maintain filing systems in accordance with systems and procedures.
- Deal with all post received, along with other admin posts.
- Keep client information updated.
- Maintain and order stationery supplies.
- Answer the telephone and refer calls or take messages.
- Send and respond to email enquiries.

- Arrange meetings as required.
- Keep up to date with relevant policies and procedures and undertake appropriate training.

General

- Work within Solent Mind policies and procedures.
- All volunteers have a duty and responsibility for their own health and safety and the health of safety of colleagues, patients and the general public.
- All volunteers have a responsibility and a legal obligation to ensure that information processed for both patients and staff is kept accurate, confidential, secure and in line with the Data Protection Act (1998) and Security and Confidentiality Policies.
- Undertake not to abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties.
- This volunteer role will require an enhanced CRB check to be undertaken.

This list is non exhaustive and other duties may be required to be undertaken to meet the needs of Solent Mind.

What's in it for you: This is an excellent opportunity for someone who is keen to work in an IAPT service in the future to gain valuable experience into understanding how the service works by being a key part of the team. By offering your time, you will have the opportunity to learn about the national and local issues affecting psychological therapies as the Hampshire service develops and is shaped accordingly. Being at the heart of the italk team, in the busy and exciting core that is the Admin Team, you will gain a unique insight, knowledge and understanding of this service.

Why we want you: As a brand new service, we expect to have a very busy few months ahead of us as we go live from 1 November 2010. We are anticipating lots of interest in the service, and as we are in charge of taking all referrals and enquiries, we are going to need people to help us to manage this. We also know that there is a lot of interest in IAPT services and we want to offer opportunities for those who would like to learn more in a voluntary capacity.

Additional Notes: None

For further information about the role please contact: Di Kitson, Head of Service, italk on 023 8038 3921

<p>Date role originated: October 2010 Created by: Mary Wishart</p>
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