Reception Support Volunteers

Day(s) & Time(s) Mondays, 2pm – 5pm
Tuesday 2pm - 5pm

Location Sevenoaks Wellbeing Centre

These timings are not fixed and we welcome flexible support during these days and times, based on your availability.

Purpose of the role

West Kent Mind provides a range of services with and on behalf of people with mental health problems.

The purpose of this role is to provide reception and administrative support within our Sevenoaks Wellbeing Centre.

Key tasks

- To provide a warm and friendly welcome to all staff, visitors and clients and direct them accordingly.
- Handle incoming communications including telephone calls, emails and letters, responding to queries or taking messages and following up as required.
- Sometimes this will require you to field sensitive calls from clients in distress and pass them on to a trained member of our team.
- Arrange referrals and provide signposting to clients.
- Provide general administrative support for our Sevenoaks office.
- Other support as necessary.

Experience and attributes

- Good communication and organisational skills.
- Ability to learn and gain detailed knowledge of all West Kent Mind services.

- The desire to support people experiencing mental health problems, demonstrating understanding and empathy.
- An ability to act as the first point of contact for clients (training will be provided).

Benefits

- Be part of a welcoming and passionate team who will support you in your role.
- Be a vital part of the positive impact we make in our community.
- Broaden your understanding of mental health.
- Access to training and development as appropriate.
- Access to support via our Employee & Volunteer Assistance Service. It's confidential and includes 24/7 telephone advice, counselling, and a suite of online tools to help you stay happy and healthy.

All volunteer roles are subject to two satisfactory references and a clear Enhanced DBS check.