



## Basildon Mind Volunteer Role Description

**Role Title:** Billericay Representative

**Hours:** 3 hours per week, on a role share basis  
Shifts are 3-hours long, between 2.00pm - 5.00pm

**Term:** Permanent

**Line Management:** Shop Manager

**Accountable to:** Counselling Manager

### **Experience:**

An 'active' listener, delivering good customer service to our clients, whilst being a good team player and an organised administrator

### **Summary:**

We are seeking passionate and enthusiastic Billericay Representatives to join our team. The Billericay Community Hub is the first point of call for accessing our counselling service.

This role supports clients by 'providing a listening ear' helping clients to look at options to either arrange access to our various counselling services or to signpost clients to other services.

Key aspects of the role are talking to members of the public who drop into the Billericay Community Hub. Enquiries can range from straight forward enquiries to serious mental health issues. In this respect, discussions could be intense, challenging and require managing for up to thirty minutes.

Attention to detail and accuracy is a must when handling private and confidential information, the position will be subject to completing a successful DBS check.

### **Job Purpose:**

To provide a representation service from the Billericay Community Hub to members of the public who drop in to the Hub.

## **Main Duties and Responsibilities**

- Be part of a reliable team whose main purpose is to ensure that the Billericay Community Hub is open between 2.00pm - 5.00pm on Wednesdays
- Providing a 'listening ear', not advice, to help clients look at options, signpost to other services or enlist them in our various counselling services
- Offer all visitors a warm welcome, that safeguarding and health and safety processes are followed, providing hospitality as required
- Manage own time and workload effectively, to maintain own wellbeing.
- Present a positive image of Basildon Mind
- Work effectively within the team and as part of the whole organisation.
- Perform all other duties as may reasonably be expected of your operational line manager.

Basildon Mind is an Equal Opportunities employer, for whom life experience as well as formal qualifications, work experience and lived mental health experience is valid.

**Basildon Mind  
Person Specification  
Billericay Representative**

	<b>Essential</b>	<b>Desirable</b>
<b>Qualification and Training</b>	<p>Good general education</p> <p>Sound understanding of confidentiality and data protection</p>	<p>Recognised Helpline qualification (e.g. 'Foundation' Samaritans Training)</p> <p>Recognised qualification (complete or underway) in Counselling</p>
<b>Experience</b>	<p>Customer facing experience (phone and face-to-face)</p> <p>Experience of using Microsoft Office (Outlook, Word, Excel)</p> <p>Experience of signposting and safeguarding and liaising with other organisations</p>	<p>Trained/ Experience of working in a similar phone support -based role e.g. for Samaritans, customer contact centres.</p>
<b>Knowledge of</b>	<p>Understanding of mental health issues and the impact of social factors.</p> <p>Safeguarding principles</p>	<p>Knowledge of support organisations and health and social care charities operating in Basildon.</p>
<b>Skills &amp; Competencies</b>	<p>Good communication, oral, written, and interpersonal skills</p> <p>Ability to communicate effectively with a wide range of people, including Clients, Managers, Trustees &amp; the general public</p> <p>Good organisational, administration and problem-solving skills.</p>	<p>IT skills using a range of current and relevant packages and able to communicate via digital means i.e., telephone, email, zoom, MS Teams.</p>
<b>Other Requirements</b>	<p>Flexible working to meet the needs of the service.</p> <p>Enthusiastic and motivational, with a strong 'can do' attitude.</p> <p>Self-awareness and understanding of own strengths and limitations and impact of personal style and approach on others.</p>	

Job Holder	Signature
	Date
Manager	Signature
	Date