

## Volunteer Role Description

<b>Role Title:</b>	Initial Assessment Volunteer
<b>Hours:</b>	Roles to meet volunteer availability – minimum 3 hours a week
<b>Reports to:</b>	Wellbeing Lead

### About Chapter

Chapter is a registered charity based in Cheshire and is dedicated to improving the lives of people experiencing a mental ill-health. Working closely with individuals, we take a tailored person-centred approach to help our clients regain their confidence, harness their strengths, access training, and employment and move towards fulfilling their life goals. Services available to beneficiaries of Chapter include group activities, a 6 week RESET course and an Aspire service for people with more complex mental health needs.

Our volunteers are vital to the work we do at Chapter and contribute their wide range of strengths and skills. We are currently expanding our services and strengthening the support we offer to people with mental health conditions. This will involve setting up a listening/befriending service led by a well-trained group of Chapter volunteers, in 2021.

### Why do we need you?

People who have mental health conditions can often feel lonely or isolated and can find it difficult to find someone to talk to who isn't a medical professional or family member, to open up about the way they are feeling.

Our Assessment volunteers will be the first point of contact for people who want to access Chapter services and carry out an initial assessment and introduction to Chapter services.

Volunteers will be well supported by staff at Chapter and by a robust and in-depth training programme.

The role aims to:

- Ensure people feel welcome when they approach Chapter for the first time
- Support the Chapter Team to ensure people are matched to the right level of service
- Ensure people new to Chapter understand the range of services on offer and the process of accessing services
- Ensure that people new to Chapter have a great first impression of the services on offer

The role will involve assessing people's needs who enter into our service using a simple initial assessment process and will be supervised by Chapter staff members so there will be a strong process of support.

This role will be home-based although the ability to attend our offices in Cheshire from time to time would be advantageous. This is a voluntary position, however, reasonable out of pocket expenses will be reimbursed.

## Key Responsibilities

- Using a simple initial assessment process to assess client needs
- Working with Chapter staff members to signpost people to the right service
- Meeting and greeting clients and being a first point of contact
- Explaining to clients the services that Chapter offer
- Working within an assessment team to ensure clients are matched to the right services

## What are we looking for?

- Good listener and clear communicator
- Good at putting people at ease and building rapport
- Ability to show empathy and kindness
- Ability to maintain confidentiality
- Ability to follow a set assessment process (training will be provided)
- Able to work independently with guidance and support
- Open to learning and accessing regular training and development sessions
- Good IT skills
- Team player and willing to work under own initiative
- Able to respect choices and differences of others

## What you'll gain

- Join a team of committed friendly people who want to make a difference, just like you
- Opportunity to make a real and significant difference to a local mental health charity
- In depth training programme including an induction, safeguarding, listening skills
- Regular support from our Volunteer Support Officer and wider Chapter team
- Increased skills, confidence and employability, building on your CV
- New social networks as you will be part of the Chapter team and related partners
- Increase in your own wellbeing and mental health
- Access to ongoing and refresher training
- Support to work from home including DSE and wellbeing checks.