



For better
mental health

JOB DESCRIPTION VOLUNTEER IT ASSISTANT

TITLE: Volunteer IT Assistant

REPORTS TO: Community Engagement Co-ordinator

ORGANISATION: Torfaen Mind

BASED AT: Well Being Centre, 24 George Street, Pontypool NP4 6BY

MAIN PURPOSE OF THE POST

To assist the smooth running of the Information Technology facilities in order to contribute to the health and wellbeing of people that access the centre.

PRINCIPAL RESPONSIBILITIES

1. To build a rapport with people who access the centre
2. To communicate and liaise with other volunteers, staff, line manager and external agencies
3. To undertake, as required, basic record keeping including reporting verbally on issues that may arise.
4. To assist centre staff and other volunteers to resource and maintain the IT facilities for people that access the centre
5. To promote information in order to facilitate positive wellbeing
6. To be a positive role model.

OTHER FEATURES OF THE POST

1. To participate in support/information/one to one support sessions. Attend relevant training courses/workshops in order to enhance and encourage personal development.
2. To ensure Health and Safety requirements are maintained.
3. To promote a positive image of mental health and Torfaen Mind to other agencies and the general public.
4. To work alongside and as part of a team.
5. Occasionally and dependant on service development, you may be called upon to take on other tasks which may involve a change of venue.
6. You may be expected to become involved with and help organise activities and events. You will be expected to encourage the participation of Members and work along side other volunteers in all stages of this process.



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7. This role could also mean some time assisting in the running of various groups within the Torfaen Mind network.
8. You will be expected to work to promote independence by enabling people to make choices and decisions in their own lives.



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PERSON SPECIFICATION VOLUNTEER IT ASSISTANT

ESSENTIAL

Understanding, Knowledge and Attitude

1. An understanding of mental health issues and the needs of people with mental health problems.
2. Ability to prioritise workload and to work on own initiative.
3. Ability to deal with challenging situations.
4. Ability to build self confidence and self esteem.
5. Ability to advocate on behalf of service users.
6. Ability to empower others.
7. Good interpersonal skills, with the ability to build and maintain relationships.
8. Experience of working as part of a team.
9. An understanding of Equal Opportunities
10. An understanding of confidentiality.
11. The ability to maintain clear and accurate records.
12. An understanding of working with vulnerable adults.

Skills and Experience

1. A knowledge of Health and Safety
2. Ability to listen
3. A sense of humour
4. Ability to prioritise workload and work on own initiative
5. Be committed to the provision of a high quality service
6. Good IT and communication skills

DESIRABLE:

1. Basic first aid
2. Previous experience of working in a Drop – in facility
3. Experience of working in a community setting
4. Experience of working with groups



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Other Requirements:

1. The Volunteer will be expected to attend any appropriate training courses and conferences which could mean nights away from home.
2. **Time commitment:** Minimum of 6 months.
3. **Dress:** Smart Casual

Benefits:

1. Development of team and leadership skills.
2. Taking part in fun activities.
3. Access to training to further personal development.
4. Meeting a challenge.
5. Personal self development and satisfaction.
6. Pathways to further employment.
7. Experience of working in mental health.
8. Improvement/Development of communication and social skills.
9. Access to wellbeing activities.
10. Out of pocket expenses will be reimbursed.