



Job Description and Person Specification

Position:	Welcome Team Officer
Salary:	£25,724
Hours:	35 hours per week
Reporting to:	Welcome Team Coordinator

Job Description

Summary of Main Duties and Responsibilities

For many the first point of access to Manchester Mind services will be through the telephone or via email. We know that asking for help isn't always easy so we create a welcome that is warm and knowledgeable, with a focus on listening to people, so they feel heard and not passed from service to service. This role will deliver and develop these key access points as well as support delivery of our Listening Ear Service. Your role will be to ensure that phones and emails are answered and that volunteers are supported in the delivery of our Welcome Team functions and Listening Ear service. You will work collaboratively with services internally and continue to develop informed signposting routes to external organisations. You will be part of a collaborative and supportive team.

Main Duties

1. To support the ongoing delivery and development of a trauma-informed telephone support and triage service in line with Manchester Mind values.
2. To work with the coordinator to run and deliver the telephone support and triage service and ensure that it is always available – managing a rota system.
3. To respond to voicemails and reply to email enquiries.
4. To ensure that information available to people delivering the phone support is up-to-date and accessible, taking the lead to ensure that the database of services in Manchester is kept up to date.
5. To record interactions, referrals and signposting on Manchester Mind's CRM.
6. To deliver emotional support if that is what a person needs and help deliver the Listening Ear service.
7. To help develop and deliver training for staff and volunteers as required.
8. To help monitor the quality of the service and produce quarterly reports.
9. To support with the recruitment and training of volunteers.
10. To support the collection of data, feedback and stories to demonstrate success or learning.
11. To ensure that all safeguarding training is up-to-date and that all safeguarding concerns are logged and reported.

12. To attend and contribute at meetings on behalf of the service when required.

General Responsibilities

1. Be responsible for personal and professional development, and attend regular supervisions along with an annual appraisal.
2. Attend appropriate training activities as agreed with the Welcome and Access Team Coordinator.
3. Work within all Manchester Mind's policies and procedures.
4. Work in alignment with Manchester Mind values and beliefs.
5. Ensure data is managed in compliance with General Data Protection Regulations.
6. Value diversity and promote equality of opportunity ensuring that individuals are treated fairly and respected for their contribution in terms of experience, knowledge and skills.

This job description may be subject to joint review from time to time between the post-holder and Manchester Mind, and as such is liable to amendment.

Person Specification

All essential unless otherwise stated.

Knowledge and Experience

- Experience of delivering a service for people who might present with complex issues.
- Experience of delivering a telephone advice/support line. (Desirable)
- Experience of working collaboratively and creating environments where people can develop and learn.
- Experience of supporting staff and volunteers in the delivery of services.
- Knowledge or experience of the issues that people with lived experience of poor mental health face and the impact this has on their lives.
- Experience of developing and delivering training. (Desirable)

Skills and Personal Qualities

- Ability to be able to manage what can sometimes be difficult conversations with people.
- Clear and meaningful communication skills, the ability to listen and enable people to feel heard, accepted and understood.
- Good IT skills, sufficient for producing good written documents, collating data, managing in-boxes and inputting into systems.
- Ability to plan ahead and manage time well.
- Ability to work in a strengths-based way that recognises the potential for individuals to develop and enable resilience.

