



Volunteer Administrative Support – role description

The Centre for Better Health (formerly the Psychiatric Rehabilitation Association), formed at the time of the 1959 Mental Health Act, has pioneered a comprehensive range of rehabilitation and after-care projects for people with enduring mental health problems. Current projects include a Groupwork Centre, a Social Enterprise, Residential Care accommodation and a low cost Counselling service.

Those attending the centres have a history of chronic schizophrenia or depressive illness. Hospitals, Social Services and GPs refer patients and ex-patients whom they consider would benefit from this support. There is also a substantial element of self-referral.

The Centre for Better Health works to support individuals in their personal recovery in the following ways

- 🌐 Supporting members to develop new skills, build their confidence, self-belief and ambition
 - Through the Social Enterprise and Groupwork
- 🌐 Facilitating personal adaptation and making meaning of their experiences
 - Through the Counselling Service
- 🌐 Promoting access and inclusion to the services, roles and relationships important in recovery
 - Through the Social Inclusion fund, outings, social events and volunteering opportunities

The role of the volunteer admin support is to provide support for the services administrator in providing a professional front of house and a smooth running office. This may include working on the reception desk of the counselling service, meeting and greeting clients and visitors, dealing with queries, answering the phone transferring calls and taking messages as necessary. The role could also entail more general administrative and office support.

The Centre for Better Health is always keen to utilise any specialist skills that volunteers can bring to the organisation, particularly IT or experience with databases.

An induction will be given on the work of The Centre for Better Health and full training will be given on all aspects of the role.

Availability of volunteers will vary but we ask for a minimum commitment of four hours a week, for a period of four months in this role. Regular supervision sessions with the Services Coordinator or Services Administrator will identify any additional support needs and shape the role as required.

We require volunteers to provide two references and a CRB Disclosure Certificate issued within the last three years is required before they can commence in the role. This is an unpaid voluntary role and regrettably, we are unable to refund expenses. However, we offer the opportunity to gain experience working in a reception and administrative role.

For further details please contact, Lotte Friedrich, Services Co-ordinator, lotte@centreforbetterhealth.org.uk