



Solent Mind - Role description for Volunteer

Role Title: italk Volunteer (Patient Liaison Administration Team)

Location:	3rd Floor, Black Horse House, 8–10 Leigh Road, Eastleigh
When:	From March 2014
Commitment required:	Flexible (minimum 2-3 hours weekly, including mornings, afternoons or evenings). We do ask for a minimum of 6 months service.
Role Purpose:	To support the administration team in a variety of administrative and patient related duties.
Main Responsibilities:	Based in our lively Eastleigh offices, you could be dealing with any or all of the following:

Patient related tasks

- Speaking to patients, referring calls or picking up messages
- Recording contact with patients and keeping patient information up to date on the IAPTus Patient Management system
- Inputting referrals and entering Patient Evaluation Questionnaires (PEQs) on IAPTus
- Calling patients to carry out PEQs
- Dealing with fax, email or postal referrals for patients
- Sending out promotional material and self-help leaflets on behalf of our PWP's
- Preparing and distributing GP surgery and other agency packs
- Supporting our home-working Practitioners whilst they are off site
- Supporting our Duty Practitioners in their day-to-day role
- To be part of italk working parties if relevant, and as directed and agreed by line manager

Administrative tasks

- Use of photocopier, fax and other office machines
- Maintaining filing systems in accordance with systems and procedures
- Producing letters, documents and reports – using Word or Excel
- Helping prepare PowerPoint presentations

- Helping prepare for italk events
- Taking minutes of meetings
- Dealing with all incoming and outgoing post, use letter folding machine and franking daily post
- Keep stationery supplies tidy / stocking up on our italk materials and promotional leaflets
- Arranging meeting venues as required, including face-to-face appointments and other ad-hoc meetings on request
- Keeping up-to-date with relevant policies and procedures and undertake appropriate training
- Updating our IT shared drive
- Helping with general tasks and other office duties as requested, including tidying the general office space, emptying the dishwasher, etc

What's in it for you?

This is an excellent opportunity for someone who is keen to work in an IAPT service in the future and/ or who wishes to gain experience in administration. You will have the opportunity to learn about the national and local issues affecting psychological therapies as the Hampshire service develops and is shaped accordingly. If relevant, you will have the opportunity to get involved in working groups, gain experience of the Psychological Wellbeing Practitioners' work with patients, and learn about the various roles within italk. You would be working at the heart of the italk team in this busy, varied and exciting role and gain a unique insight, knowledge and understanding of this service.

Why we want you

Italk was launched in November 2010 in partnership with Solent Mind and Southern Health NHS foundation Trust as part of the Access to Psychological Therapies (IAPT) programme. The italk service provides psychological therapies for people age 16 or over who suffer from common mental health problems including anxiety and depression, obsessive compulsive disorder (OCD), phobias, panic attacks and post traumatic stress.

Since its launch, the service has grown, developed and expanded into new localities and is one of the largest talking therapy services in the country. Patients that are registered with a GP in Eastleigh, Fareham, Gosport, Havant, the New Forest, Romsey, Andover, Winchester, Basingstoke, Bordon and Petersfield can access the service either via their GP, or a by self referring (either online or by directly calling the main office).

We expect 2014-2015 to be yet another busy year for italk, as interest in the service is always increasing. As an organisation, we are keen to offer opportunities to volunteers who would like to learn more about IAPT or who would just like to offer some time to the service in a voluntary capacity.

In return offer an interesting and rewarding opportunity to gain valuable experience and be involved in an integral part of the italk service development.

About you

You may have an interest in psychology and the development of psychological services, either as a student or have just a general interest in the subject. Or you may just be keen to develop your administrative skills within a busy office environment.

You will be able to work well under pressure, have a good telephone manner and effective IT skills. You will possess good prioritisation and organisational skills and be able to work flexibly to respond to the demands of this busy team. We are also looking for someone who is proactive and able to use their own initiative to problem solve as well as manage their time effectively and can work well as part of a team.

As you may be dealing directly with patients, you must be able to deal appropriately with patient sensitive information and abide by strict confidentiality procedures.

Additional Notes

Training will be provided as required and as relevant to the role. italk's policy on payment of expenses is currently under review and will be discussed at interview.

For further information about the role please contact:

Patient Liaison Team Volunteer Co-ordinators:

Gail Hendy (in office Mon 10.00-18.00, Tues 12.00-20.00)

Anna Fielder (in office Wed 09.00-17.00, Thurs, 09.00-17.00, Fri 09.00-16.30)

italk step 2

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Created by: Gail Hendy
