## Role Description: Carers Admin Volunteer

**Responsible to: Carers peers support** **Coordinator**

**Time commitment:**  2 hours a week (or more) and a minimum 6 month commitment

**Location:** This role can be carried out remotely via telephone or an online platform. This role can be carried out in one of our Wellbeing Centres across Hertfordshire if preferred

**Who we are:**

Hertfordshire Mind Network is a mental health organisation that promotes mental wellbeing and provides a diverse range of recovery orientated services to residents across Hertfordshire. We are the largest mental health provider in the county and provide support to over 5000 clients every year.

**Purpose of role: To support Carers support Coordinator**

**Main tasks:**

* Work through carers spreadsheets and identify current Carers
* Updating HMN database
* Trained to carry out telephone assessments
* Flag any concerns regarding the carers to Coordinator

**What we are looking for:**

**•** A lived experience of being a Carer ideal, but not essential

• Someone who is compassionate, patient, empathic and able to   
understand the struggles a Carer can experience

• Good communication and listening skills

• Friendly and approachable manner

• Willing to learn new skills

• Open minded and confident

• Able to work in a personalised way with each Carer

**What we can offer you:**

* Coordinator Support
* Could lead to more involvement within the Carers support service
* Internal on - going training
* Working as part of the Carers support team and the wider volunteer team
* Further development and other opportunities

**Next steps:**

If you are new to volunteering with HMN and interested in this role, please complete our application form <http://www.hertfordshiremind.org/join-us/volunteering/> or contact the Volunteer Team on **0203 727 3600.**

If you are current volunteer with HMN and interested in this role, please contact [carers@hertsmindnetwork.org](mailto:carers@hertsmindnetwork.org) or contact the Carers Peers Support Co-Ordinator on 02037 273600