

Receptionist/support worker

£12.00 per hour

Part-time: 21 hours per week, 9.30am-2.45pm, 4 Days per week; Monday Tuesday Thursday Friday

Working from our offices at 63 Downs Road Belmont SM5 2NR

Introduction

Sutton Mental Health Foundation offers a range of services to support people who experience mental distress who live independently in the London Borough of Sutton.

This role is an onsite, in person role, to run our reception at specific times, on specific days. This is a vital role in the organisation as our receptionist/support worker is often the first point of contact a person has with SMHF and will welcome people into the service and help them with their needs. As part of this role, you will offer emotional and practical support to people who phone up or attend needing immediate support, signposting to other SMHF staff and services, and to external services, when appropriate. This role also requires undertaking some basic admin duties.

Core Duties

Answering the phone and door, welcoming people to the service

Support and Signposting

Check Admin mailbox – action as appropriate.

Listen to voice messages – action as appropriate

Process written correspondence

Book activities and appointments

Provide visitors with parking permits as needed

Process referrals and complete First Point of Contact Forms

Carry out DBS Checks and Right to work checks as needed

Log donations received, share the good news and write thank you letters

Record monthly meter readings

Perform weekly checks on Fire Alarm and record

Health and Safety

Skills and Attributes

- Person centred approach

- Active listening skills
- Highly organised, with the ability to work under pressure and at pace when needed
- Adaptable, emotionally resilient, and good at dealing with the unexpected
- Good team player
- Good computer skills
- Understanding of, and ability to implement, the highest standards of confidentiality and data security when handling any personal, private or sensitive information.
- Understanding of, and the ability and motivation to implement, excellent Equality & Diversity practice

Minimum 2 years experience of:

- support work
- admin/reception work
- working with those experiencing Mental ill Health

SAFEGUARDING: Sutton Mental Health Foundation is committed to safeguarding and promoting the welfare of adults, children and young people who are potentially at risk, and we therefore expect all staff and volunteers to do the same. We require all staff to undertake internal and external safeguarding training throughout their employment with SMHF.

An enhanced DBS check is required for this post.

This job description is subject to change depending on the needs of the service.