



Scarborough Survivors Mental Health Resource Centre and Crisis Café

JOB DESCRIPTION

Receptionist – Resource Centre

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| Hours: | To be negotiated |
| Salary | £19,500 pro rata (dependant) |
| Pension: | Auto-enrolment |
| Contract: | Permanent |
| Holiday: | Dependant on hours worked |
| Accountable to | Chief Executive Officer via Centre Coordinator |
| Place of Work: | Resource Centre, 9 Alma Square, Scarborough |

Scarborough Survivors

Is a voluntary registered charity supporting people over the age of 16 affected by poor mental health. The charity has been operating in Scarborough since 1994 and is service user-led. We were awarded the Queens Award for Voluntary Services in June 2017.

Key Responsibilities

- Be responsible for signing in/out of visitors to the Resource Centre and to collect COVID19 track and trace information
- Answer the telephone and deal with calls accordingly and appropriately, taking messages etc.
- Undertake some administrative tasks (Microsoft office, excel, publisher)
- Maintain the notice board and other information, ensuring it is up to date and relevant
- Maintain confidentiality at all times

Person Specification / Selection Criteria

Essential

- Good knowledge of Microsoft office
- Empathic and considerate
- An understanding of and sensitivity to the needs of people living with mental health problems
- Discretion and judgement when dealing with sensitive and / or confidential information
- Ability to deal effectively and calmly with challenging situations, reporting any concerns to the Centre Co-ordinator or Chief Executive Officer
- Good verbal communications and interpersonal skills

Desirable

- Mental Health First Aid
- First Aid

Values

Strong commitment to the ethos of Scarborough Survivors.
Good work ethic

Supervision & Support

- Line Management by Chief Executive Officer
- Regular Team Meetings
- Scarborough Survivors has a system of annual appraisals
- Scarborough Survivor is committed to training as appropriate

The post is subject to Enhanced DBS Check