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| **Volunteer Role Description** | |
| **Placement Title/Role:** | Client Contact Co-ordinator - BRISTOL |
| **PLACEMENT DETAILS** | |
| **Overall purpose of role:**  To be the first point of contact for all services for people referred or self-referring for drug and alcohol services.  **Key responsibilities:**   * Respond to enquiries from professionals, partner agencies, families, carers and service users. | |
| **Time commitments:** | Minimum of 1 day a week, ideally the same day each week. |
| **Location of role:** | Brunswick Court, Bristol |
| **VOLUNTEER PROFILE/SKILLS REQUIREMENT** | |
| **Professional qualifications or experience REQUIRED:** | General Admin skills. Experience taking calls and a professional, calm and confident phone manner. |
| **Professional qualifications or experience DESIRABLE:** | Experience working with people with substance use and/or mental health.  Computer literate.  Efficient and methodical. |
| **Soft Skills REQUIRED:** | Fit with DHI Values (Self-Direction, Stimulation, Zest for Life and Flexibility).  Plus:   * Task-oriented and enjoy getting a job done well and have a great phone manner. * Kind * Calm |
| **OTHER INFORMATION** | |
| The candidate must not be receiving support from DHI in Bristol as they will have access to the case management system. | |