

# Take Back Your Mind UK | TBYMUK

Creating Healthier Minds.  
We Are On Your Side.

**Introduction:** The Scheduling Officer is a voluntary role within our organisation, responsible for coordinating the schedules of talking service volunteers and ensuring that the Mental Health Talking Services are adequately resourced. This position requires a detail-oriented individual with excellent organisational and communication skills, committed to optimising service delivery for our service users.

## **Key Responsibilities:**

- **Volunteer Scheduling:** Create and maintain weekly schedules for volunteers, ensuring coverage aligns with service needs and volunteer availability.
- **Manage Availability:** Collect and manage information regarding volunteer availability, making timely updates to schedules as needed.
- **Communication:** Serve as the primary point of contact for volunteers regarding scheduling enquiries, ensuring clear and prompt communication about shifts and any changes.
- **Problem Solving:** Address scheduling conflicts or gaps in coverage promptly, finding solutions that maintain service quality while accommodating volunteer needs.
- **Record Keeping:** Maintain accurate records of volunteer schedules and availability, ensuring data is up to date and easily accessible for reporting.
- **Collaboration:** Work closely with Service Team Leaders to understand team needs and volunteer assignments, ensuring effective coordination between teams.

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## Essential Skills and Qualifications:

- **Organisational Skills:** Strong ability to manage multiple schedules and prioritise tasks effectively.
- **Communication Skills:** Excellent verbal and written communication abilities, with a focus on clarity and professionalism.
- **Attention to Detail:** A keen eye for detail to ensure accurate scheduling and record-keeping.
- **Tech Savvy:** Proficiency with spreadsheets and digital communication tools.
- **Problem-Solving Skills:** Ability to think critically and find solutions to scheduling challenges.

## What's in it for You?

- **Impactful Role:** Play a crucial part in ensuring the smooth operation of our mental health services.
- **Professional Development:** Gain valuable experience in scheduling and resource management.
- **Flexible Environment:** Enjoy a role that accommodates varying schedules and remote work.

**Time Commitment:** We ask our Scheduling Officers to contribute between 4 to 8 hours per month, as needed, to maintain effective scheduling operations.