

# Volunteer Event Coordinator

## Role Description

**Role Location:** Online (min. 1 year)

**Typical role hours:** 5-10 hours/week (min. 1 hour daily from Mon to Fri)

### Main Purpose of Role

- ❖ To provide ad-hoc support with replying to emails from people using our services and general enquiries (concerning bookings of online courses, conferences, webinars, workshops, helping members to access the CTI website).

We are getting busier at CTI and are looking for someone to join our team to support us with communication tasks. We are looking for someone enthusiastic, with good communication, interpersonal and administrative skills. The working hours are very flexible and you would be required to deal with email enquiries from Monday to Friday - this will amount to about an hour a day. You can work to suit your own timetable most of the time - we might require you to be available at certain times but will let you know in advance. Spread the word and email us on [info@complextraumainstitute.org](mailto:info@complextraumainstitute.org) if you're interested.

### Main Role Responsibilities

- Overseeing and managing emails from Mon to Fri (flexible hours - around 1 hour, emails need to be answered within 24h). Support with replying to emails from people using our services and general enquiries (concerning bookings of Online CPTSD course, conferences, webinars, workshops and helping people to access the CTI website). Please be aware that there another person will be supporting and supervising this process so you can always forward complex issues to that person.
- Time to time to support with proof-reading documents.
- Ideally assisting Zoom webinars (1.5 h on the last Sat of the month and 4 events per year), it includes supporting trainers (technical support).

### Desirable skills/experience

IT competance

Mental Health training or working experience (including mental health professionals in training)

We are particularly interested in people who would consider supporting us as an exchange for learning opportunities e.g. (1 year or more contract)

### Benefits (Free Access to):

- Attending 1 year CPTSD course (valued at £1100); and any of our CPD workshops & webinars (online).
- Access to CTI website learning resources, materials, videos etc. , webinars, conferences and more support with learning about trauma informed interventions.
- These opportunities will help you develop to becoming a trauma-informed practitioner.