## Role Description: Light Touch Volunteer

**Responsible to:** Senior Volunteer Coordinator

**Time commitment:** 2 hours a week

**Location:** Home

**Who we are:**

Hertfordshire Mind Network is a mental health organisation that promotes mental wellbeing, and provides a diverse range of recovery orientated services to residents across Hertfordshire. We are the largest mental health provider in the county, and provide support to over 5000 clients every year.

**Purpose of role:**

To provide phone support to service users from home. This role is flexible (you can make calls anytime between 9-7pm) and requires you to call a client for up to half an hour a week for a period of up to 3 months.

**Must have access to the internet and a phone that can switch to private setting.**

**Main tasks:**

* Providing emotional support via phone
* Assessing surrounding support
* Advising them with available provisions and services locally
* Providing practical support such as learning activities, wellbeing practises and links available to service user from home
* Writing records of dates and times and phone discussions
* Reporting back to the Volunteer Coordinator via email and phone for any extra available support
* Report any safeguarding concerns immediately to a member of staff

**What we are looking for:**

* Confident and effective communication
* Understanding of professional boundaries
* Caring nature
* Knowledge of local services is desired
* Lived experience of mental health difficulty desirable
* Understanding of, or experience of caring for someone with mental health difficulty, can be helpful but is not essential
* Good listening skills, non-judgemental attitude, and empathy
* Ability to motivate
* Ability to deal with stressful and difficult situations in a calm manner
* Commitment for a minimum of 6 months
* Volunteers must be aged 18 and over

**What we can offer you:**

* All volunteers will receive training in mental health awareness, confidentiality, boundaries, risk management, plus on-going training relevant to the role
* Regular supervision with the Volunteer Coordinator
* Volunteer expenses - covering cost of phone calls to service users, volunteer coordinator and Herts mind network service

**Next steps:**

If you are interested, please complete our application form: [**http://www.hertfordshiremind.org/join-us/volunteering**](http://www.hertfordshiremind.org/join-us/volunteering/) or contact the volunteer Coordinator on 0203 727 3600.