

Role Description: Light Touch Volunteer

Responsible to: Senior Volunteer Coordinator

Time commitment: Minimum 1 hour 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> or contact the volunteer Coordinator on 0203 727 3600.