

## Volunteer Role Description: Waiting Well Volunteer

**Responsible to:** Light Touch Coordinator

**Time commitment:** Flexible depending on availability

**Location:** Remote / Working from home

### Purpose of the Role

The Waiting Well Volunteer role is designed to support clients who have been on a waiting list for one-to-one services for over three months. Volunteers will make welfare check-in calls to:

- Confirm the client's continued interest in receiving support and acknowledge the length of their wait.
- Assess if there have been any changes in their circumstances or support needs.

Volunteers will provide appropriate emotional support, offer basic signposting where needed, record key updates, and help ensure that any concerns are escalated to the appropriate service teams. This role plays an essential part in keeping clients connected, informed, and supported while they wait.

### Main Tasks

- Make one off, brief welfare check calls to clients who have been waiting 3+ months.
- Follow the service's guidance notes and call script to ensure consistency.
- Offer compassionate listening and emotional support where appropriate during calls.
- Provide basic signposting to other relevant services or resources when appropriate.
- Record client responses clearly in the dedicated spreadsheet and Charity Log database.
- Escalate any safeguarding or urgent concerns to the relevant Service Managers/Teams.
- Maintain confidentiality and professional boundaries at all times.

### **What We're Looking For**

We are seeking volunteers who are:

- Confident speaking with people over the phone
- Clear and articulate with a warm, friendly manner
- Excellent listeners who can offer empathy and reassurance
- Strong communicators who can ask questions sensitively
- Emotionally resilient and able to manage challenging conversations
- Respectful of boundaries and confidentiality
- Comfortable using basic IT tools (e.g. spreadsheets, email, data entry)

### **What We Can Offer You**

- Full induction and role-specific training
- Ongoing 1-to-1 support from our Volunteer Team
- Opportunities to develop new skills and experience in the mental health sector
- Access to additional training and development
- Make a real difference in someone's mental health journey

### **Next Steps**

If you are interested, please complete our application form and state your interest in this role <http://www.hertfordshiremind.org/join-us/volunteering/> or contact 0203 727 3600.