

### ROLE DESCRIPTION

<b>JOB TITLE</b>	<b>Telephone Support Volunteer</b>
<b>REPORTS TO</b>	Head of Services
<b>LOCATION</b>	Acorn Centre
<b>WORKING HOURS</b>	Minimum of 6 months; 2 – 4 hours per week on the same day/time
<b>ABOUT US</b>	
Mind in Harrogate District is an independent local charity founded in 1973, affiliated with National Mind and the Mind Federation. We exist to provide a quality community-based service accessible to those who need support with their mental health and wellbeing.	
<b>ROLE PURPOSE</b>	
The Telephone Support Service at Mind in Harrogate District is for adults who may be struggling with their mental health, they may be lonely or isolated and struggling to make social connections. By volunteering as a Telephone Support volunteer, you will provide emotional support on the phone to 1 – 4 service users at the same time each week for 6 months and give them the chance to chat freely about how they're feeling. You will actively listen and discuss feelings and emotions around the person's situation. You may also direct them to sources of information and support.	
<b>MAIN RESPONSIBILITIES</b>	
<ol style="list-style-type: none"> <li>1. To provide a weekly telephone support call to 1 – 4 service users (depending on your time commitment) during which you will provide emotional support and social interaction on the telephone.</li> <li>2. To actively listen and provide the service user with information and signposting if relevant for other sources of support or Mind in Harrogate District services.</li> <li>3. To take brief notes of the discussion to update on the Mind in Harrogate District client database.</li> <li>4. To comply with Mind in Harrogate District's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.</li> <li>5. To ensure you have an understanding of, and comply with Mind in Harrogate District's procedures for promoting and safeguarding the welfare of vulnerable adults and children.</li> <li>6. To report all concerns and incidents to the Head of Services.</li> <li>7. To adhere to confidentiality at all times - if a client confides in you, tell them that you will be sharing information with the Head of Services.</li> <li>8. To comply with Mind in Harrogate District's Equality and Inclusion Policy in every aspect of your</li> </ol>	

work and positively promote the principles of these policies amongst clients, volunteer colleagues and other members of the community.		
9.	To uphold the values of the organisation and work as an effective part of the Mind in Harrogate District team.	
10.	To attend Mental Health Awareness training at the Acorn Centre; and other relevant training for volunteers at Mind in Harrogate District.	
11.	Attend quarterly Volunteer Forum and Supervision sessions as appropriate.	
12.	To report any unavailability (e.g. sickness or holiday or other absences) to the Head of Services as soon as possible.	
13.	To represent Mind in Harrogate District in a professional manner.	
<b>KNOWLEDGE, SKILLS AND EXPERIENCE</b>		
1.	Good listening skills and empathy with or experience of people living with mental health issues (through professional, family/friends or lived experience)	Application form/ Interview
2.	Be friendly and engaging. Have good verbal communication skills.	Interview
3.	Have a compassionate and understanding manner	Interview
4.	Be punctual, organised and reliable	Interview
5.	An understanding of the need to maintain safe working boundaries	Interview
6.	A enhanced DBS Check is required for this role	
<b>WHAT WE OFFER</b>		
<ul style="list-style-type: none"> <li>• A chance to make a real difference in your local community.</li> <li>• The opportunity to gain hands-on experience with a well-known brand.</li> <li>• A professional reference upon successful completion of the volunteering period.</li> <li>• Travel expenses will be reimbursed.</li> <li>• Mental Health Awareness training; and other relevant training.</li> <li>• Access to the Mind in Harrogate District staff and volunteer 24/7 confidential telephone counselling support.</li> </ul>		
<b>FIND OUT MORE</b>		
If you would like to have a conversation about the volunteer position, please contact us at Mind in Harrogate District on <a href="mailto:office@mindinharrogate.org.uk">office@mindinharrogate.org.uk</a> or 01423 503335.		