

Volunteering

Volunteer Telephone Support Worker

Organisation: Mind in Harrogate District

Role type: Volunteer (18+)

Location: Harrogate (telephone-based – office-based 9am-5pm Mon-Fri)

Time commitment: Minimum of 6 months commitment. Hours to be discussed (min of 2hours per week)

Role Purpose

Mind in Harrogate District provides vital mental health support to people across our local community. As a Volunteer Telephone Support Worker, you will offer a safe, supportive and non-judgemental listening service to people experiencing mental health difficulties. Your role is to help callers feel heard, understood and supported, reducing feelings of isolation and distress. This role focuses on emotional support and listening, not counselling or crisis intervention

Key Responsibilities

- To provide weekly telephone support to services users
 - Answer telephone calls in a calm, compassionate and respectful manner
 - Provide active listening and emotional support to callers
 - Respond with empathy, without judgement or assumptions
 - Offer information and signposting to local and national support services, including Mind in Harrogate District services, where appropriate
 - Maintain clear and accurate confidential records of all calls
 - Follow Mind in Harrogate District policies, including Safeguarding, GDPR, Confidentiality, Health and Safety, Equality, Diversity and Inclusion policy
 - Recognise and escalate safeguarding concerns in line with procedures
 - Work within the boundaries of the volunteer role
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Skills and Qualities

You do not need professional mental health experience. We are looking for volunteers who:

- Are warm, patient and empathetic
- Have strong listening and communication skills
- Are comfortable discussing sensitive or emotional topics
- Can maintain confidentiality and clear boundaries
- Have basic IT skills for logging calls and using online systems
- Are open to learning and self-reflection

Lived experience of mental health challenges is welcomed but not essential.

Training and Support

Mind in Harrogate District will provide:

- Mental Health awareness training (mandatory every 3 years)
- Safeguarding training (Mandatory every 2 years)
- We run quarterly volunteer forums which will include guest speakers and additional training. These are essential to attend
- Comprehensive initial training, including listening skills, boundaries and safeguarding
- Ongoing supervision and support from experienced staff
- A supportive volunteer team environment
- Support for your own wellbeing with personalised 1-1

Safeguarding and Confidentiality

This role involves working with vulnerable adults. Volunteers must always follow safeguarding, GDPR and confidentiality policies at all times. A DBS check will be required

What You'll Gain

- The opportunity to make a real difference in your local community
- Experience in mental health support and volunteering
- Ongoing support and development opportunities
- Access to Minds staff and volunteer 24/7 confidential telephone counselling support

Making an application

- Complete this application form and select telephone support [Volunteer Application Form - Mind in Harrogate District – Fill in form](#)
- If you would like any further information about the role you can email carla@mindharrogate.org.uk or call the office on 01423 503335