

Telephone Support Volunteer Role Description

Role Title:	Telephone Support Volunteer
Hours:	Flexible
Accountable to:	Administrator
Base:	Home or Mind administration office (Huntriss Row)
Aim of role:	To provide weekly check ins, social and emotional support to people who are not currently able to access other services or are awaiting a volunteer match. To provide a listening ear to people working through guided self-help workbooks.

Background

Telephone volunteers are an integral part of our team, providing weekly check in calls to people who are waiting for an assessment or a volunteer match, alongside people that aren't currently able to access any mental health services but want a regular listening ear call. You'll arrange a convenient weekly time and simply chat; whether it's light touch emotional support, being a sounding board or just catching up on what's happened that week, whatever the person needs to feel connected to someone else.

For those working through guided self-help, you'll provide a listening ear to any issues or ideas that arise through using the workbooks and help talk through ideas for moving forward. The workbooks cover a range of topics including bereavement, anger, coping on a budget and moving towards work/employment and would be a great opportunity for volunteers to use their life experience!

Main Duties

- Provide a regular telephone support call to clients who are not yet ready to enter a Recovery focused service
- Provide telephone support to clients who are on our waiting list and awaiting a support worker
- Provide telephone support to clients who are working through guided self help programme
- Encourage clients to think about small steps and small changes they could make that would benefit their mental wellbeing
- Signpost and explore other sources of support that people might benefit from; developing knowledge of what is available in the local area
- Provide a simple update to SWR Mind of any changes in circumstance or concerns about the mental wellbeing of a client

Time Commitment



- Whatever you could commit to but on a regular basis. Calls will be roughly 30 minutes each and we will agree a call list with you before you begin.

Who are we looking for?

People who volunteer come from all walks of life with a range of interests and personalities.... that's exactly what's needed as people seeking support also have a range of interests and personalities! Mostly we need people who:

- Are good at talking and listening on the phone
- Have empathy and compassion, particularly for people struggling with mental illness
- Have lived experience of enduring mental ill health
- Will follow policies and procedures, asking questions if they need to
- Are reliable
- Have an understanding of confidentiality

Why volunteer with us?

Most importantly, you will make a difference to someone's life but there's many other reasons to volunteer with us!

- You will be given induction training to cover everything you need to know for the role to be done safely and enjoyably. You'll also be offered places on other training (not compulsory) if you are interested in developing further skills and knowledge
- You will receive ongoing support throughout your volunteering with a dedicated coordinator
- Boost your confidence and develop new skills
- The opportunity of meeting new people and working as part of a dedicated team. You'll have opportunities to meet up with other volunteers and members of the wider team for peer support and social/thank you events
- Valuable experience of volunteering that you can add to your CV and we can provide references for employment or education applications

Application Procedure

- Application Form
- Informal interview
- Induction training
- References (2) and Enhanced DBS

For an informal chat, contact our office:

Phone number: 01723 339838

Email: info@swrmind.org.uk

