

Required skills and experience needed to be a Mind Telephone Support Volunteer	
Areas	What you will need to be able to do
Knowledge & Experience	<ul style="list-style-type: none"> • Have a good understanding of mental health and wellbeing • Have an awareness and understanding about the organisation and what services it can offer (training provided) • Have understanding and awareness of how to support someone in distress • Have an understanding of, and commitment to equal opportunities, diversity and people's rights
Skills	<ul style="list-style-type: none"> • Ability to create connections with people • Ability to listen and encourage engagement • Ability to contribute positively to development of the role • Ability and commitment to keeping information confidential • Ability to effectively listen, monitor an individual's situation, problem solve and signpost
Personal Attributes	<ul style="list-style-type: none"> • To be reliable, punctual and flexible • To be organised • To be open to on-going learning • To let us know if the role is becoming too demanding • To connect with a wide range of people who may have differing opinions to your own
Additional Requirements	<ul style="list-style-type: none"> • Ability to travel to the Sale Road office • Ability to use email and phone, and basic software such as MS Office (some training provided) • Willingness to have a DBS check • A six-month commitment to supporting the work of our teams with one four hour session per week as a minimum

Training & Support Offered

- **Mental Health First Aid**
- **Professional boundaries, Safety at Work, Safeguarding and Equality and Diversity**
- **Regular supervision**
- **Shadow shifts on the mental health support line for operational knowledge and familiarity**
- **Organisational Induction**
- **Awareness of Personality Disorder training to help you understand the issues faced by people living with this diagnosis**

Role Requirements

- **To provide telephone support to people living with long term and enduring mental health conditions, in particular personality disorders**
- **To provide information to these individuals on relevant services and help them with goal setting and low-level emotional support**
- **To respond to any increase in risk levels for an individual in a timely and professional manner using a provided pathway**

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