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| Required skills and experience needed to be a Mind Telephone Support Volunteer |
| Areas | What you will need to be able to do |
| Knowledge & Experience | * 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
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| Skills | * 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
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| Personal Attributes | * 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
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| Additional Requirements | * 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
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| Training & Support Offered |
|  | * 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
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| 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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| Notes – |
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