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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 |
| 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 |
| 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 |
| 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 |
| 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 |
| 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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