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| Required skills and experience needed to be a Hub Host Volunteer at REST Norwich  |
| Areas | What you will need to be able to do |
| Knowledge & Experience | * You will be good at talking to people and adapting your approach to suit the situation
* You will be able to listen carefully and confirm you have understood
* You will understand the difference between being friendly and becoming a friend
* You will be respectful of others and able to maintain confidentiality
* An awareness and understanding of mental health issues would be an advantage
* Previous experience in a role where you had to interact with the public (events, libraries, receptions) would be helpful

We welcome applications from people who have personal experience of mental health issues and who are in a place of recovery and feel ready to provide support to others.  |
| Skills | * Able to create connections with people
* Clear communicator
* Able to listen attentively
* Adaptable and flexible
* Ability to maintain confidentiality
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| Personal Attributes | * Polite and friendly
* Patient
* Non-judgemental
* Reliable and punctual
* Positive outlook
* Personal resilience that helps you to look after your own physical and mental wellbeing

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| Additional Requirements | * Ability to travel independently
* Familiar with email and phone use
* Happy to make a regular commitment. Volunteers will be expected to attend at least once a week but could choose to come more than once a week as a Hub Host.
* Hub hosts may be asked to support public activities taking place in the café encouraging participation and helping with setting up or clearing up

REST is open to all, so if you are able to speak more than one language including BSL we’d love to hear from you.   |
| Training and Support Offered  |
|  | * MHFA
* Moving and Lifting
* Safety at Work
* Professional Boundaries
* Safeguarding Adults
* Prevent
* Equality and Diversity
* Named contact
* Regular catch-ups
* De-brief sessions as needed
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| Role Requirements |
|   | Meeting all visitors coming to the hub from the main entrance Directing people to activities and services happening within The HubGiving out information and resource materialsLinking visitors who have arrived feeling overwhelmed or distressed to staff members who can provide 1:1 support Ensuring the entrance area remains clear and welcoming at all times Hours of opening are Monday – Friday 12pm – 6pm Volunteers will be able to choose attendance times to suit their availability: either 11:30pm – 3pm or 3pm – 6:30pm  |