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| Required skills and experience needed to be a Haven Support Volunteer Location: Heacham or King’s Lynn |
| Areas | What you will need to be able to do |
| Knowledge & Experience (or willingness to learn) | * Have an understanding that people can recover in different ways acceptable to them
* Previous experience of supporting others particularly in relation to their mental health would be helpful
* Have an understanding of, and commitment to equal opportunities, diversity and people’s rights
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| Skills | * Good communication skills, able to connect with people from all backgrounds
* Ability to listen attentively and encourage engagement
* Ability to contribute ideas positively to the group and the wider team
* Adaptable with a positive attitude
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| Personal Attributes | * To be reliable, punctual and flexible
* Patient and empathetic
* To connect with a wide range of people who may have differing opinions and experiences to your own
* To be calm and non-confrontational - and have the ability to diffuse confrontation if necessary
* Self-motivated and keen to motivate others
* To let us know if the role is becoming too demanding and to commit only to what feels manageable and positive to you
* Ability and commitment to keeping information confidential
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| Additional Requirements | * Ability to travel independently
* Ability to use email and phone desirable
* Willingness to have an enhanced DBS check
* This role will require a regular commitment each week (exact details to be agreed)
* Some knowledge of IT systems. (Excel, Word, Outlook etc.)
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| Training & Support Offered |
|  | * Introduction to The Haven Group
* Volunteer and Organisational Induction
* Professional Boundaries, Safeguarding
* Mental Health First Aid and Recovery (where available)
* Regular supervision with the team leader/manager
* Some expenses if appropriate (e.g. mileage)
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