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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 |
| 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 |
| 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 |
| 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.) |
| 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) |