



ADVICE AND INFORMATION TELEPHONE LINE VOLUNTEER

Role Description & Person Specification

Role Title: Advice and Information Telephone Line Volunteer

Weekly Hours: minimum 4 hours per week

Expenses: expenses are compensated where applicable such as travel

Commitment: at least 3 months

Responsible to: Director of Operations

Project overview:

The Advice & Information service is designed to provide enquirers with advice where appropriate, information, signposting and empathic listening using your counselling skills over the phone with local residents or email to info@mindinkingston.org.uk.

Mind in Kingston is a local charity that supports people with mental health issues, and campaigns to raise awareness about mental health in Kingston and surrounding areas. We are affiliated to national Mind but operate independently in the Borough of Kingston upon Thames and surrounding areas.

Volunteers are extremely valued within our team and a vital part of our service delivery. We encourage and welcome people with lived experience of mental health issues to apply to volunteer with us; this could be personal experience relating to yourself, a family member or a friend, or in a professional capacity working with people with mental health issues.

We care about everyone's wellbeing and as an integral member of our team; volunteers receive extensive support to ensure they are trained and skilled up in their roles, so that they may also progress further in their career aspirations. They receive regular supervision and development opportunities as well as be part of our volunteer awards programme to recognise and celebrate their

Mind in Kingston, Siddeley House, 50 Canbury Park Road Kingston upon Thames, KT2 6LX

Tel: 020 8255 3939 Fax: 020 8255 3418

Email: info@mindinkingston.org.uk Web: www.mindinkingston.org.uk

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achievement and contribution to our community. As team members, volunteers have the opportunity to engage with the board of trustees, staff and other volunteers both professionally and socially.

Main purpose of the role:

- To provide confidential telephone advice and information about local services to service users.
- To provide empathic listening and emotional support.
- To signpost service users to appropriate services where necessary.
- To promote emotional and physical wellbeing to service users.
- To collect data for monitoring purposes.

Tasks will include:

- Phone or email service users to provide advice, information and signposting.
- To research and learn about local services for information.
- To record each interaction with a service user on an enquiry sheet and file these in line with data protection regulations
- To fill in the message book and inform colleagues about messages relevant to them.
- To raise safeguarding concerns and complete safeguarding if necessary.
- To keep regular contact with your supervisor via phone, email and Zoom or Teams.
- To attend meetings and supervision on a regular basis.

What you will receive in return:

- Training in providing remote support and telephone skills including mental health awareness, and boundaries.
- Training in adult safeguarding and local procedures.
- Training for any other skills as identified by yourself and your supervisor.
- Regular check-in with your supervisor, and monthly clinical and managerial supervision.
- A mobile phone for the duration of your volunteering with us.
- An opportunity to learn new skills and develop existing ones while being a part of a lively and supportive team at Mind in Kingston.
- References upon completing your volunteering with us.
- Reasonable expenses to be paid so you are not left out of pocket

What we expect from you:

- Commitment for at least three months
- Attend and complete training as directed.

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- Adhere to our policies and procedures, particularly confidentiality, data protection and health and safety.
- Be confident in dealing with people with mental health issues and be able to offer empathic listening.
- Be able to deal with stressful phone calls in a calm and robust manner.
- Be pro-active in seeking support from your supervisor if needed.
- Be able to take responsibility for the equipment you receive and return them promptly after your volunteering ends.

Please note that you will be volunteering from your own home. It is important that you have a confidential space to work from due to the nature of the sensitive conversations you may have with the service users. We provide you with a mobile phone as mentioned above for the duration of your volunteering with us, a laptop if needed and pay some expenses directly relevant to your role.

We ask volunteers for two references, one of which must come from a professional connection such as a current or previous employer or a tutor. You will also need to undergo an enhanced DBS (Disclosure and Barring Service) check, as you will be working with vulnerable adults.

If you need more information, please email Alice Zhao, Volunteer Coordinator, at alice@mindinkingston.org.uk. Please apply by completing an application form and send it to the email above with your current CV.

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