



## Volunteer Opportunity

<b>Opportunity:</b>	Staffordshire Mental Health Helpline Volunteer
<b>Based at:</b>	Stoke on Trent
<b>Responsible to:</b>	Operational Manager / Supervisor

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### The scheme:

The Helpline offers individuals time to discuss their worries and concerns in complete confidence with members of the Helpline team who will listen in a non-judgmental capacity whilst also showing empathy towards their needs.

The Helpline Volunteer will provide information and support to individuals within a safe and confidential environment. They can also support a 7 day call out service where prearranged calls are made to individuals supported by the service.

The service is open Monday to Friday 7pm until 2am, Saturdays and Sundays 2pm until 2am.

As a volunteer, there is no expectation to volunteer for a complete shift but would hope a 3-hour period could be accommodated.

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### What you will be doing:

- Work as part of an effective team.
- Deal with incoming telephone calls under initial supervision.
- Respond to requests for information via the resources made available within the Helpline office.
- Use effective listening skills to provide emotional support to individuals.
- Complete monitoring paperwork after each customer contact.
- Maintain confidentiality at all times.
- Have an understanding and ability to use empathy when dealing with individuals and operate in a non-judgemental manner.

### To do this, we will provide you with:

- A comprehensive induction into the Helpline service (flexible dates & times) and Brighter Futures.
- Helpline Telephone Techniques training (flexible dates & times).
- Coaching sessions with helpline staff to support you in the role (flexible dates & times).

### The benefits of volunteering:

- The opportunity to learn new or improve existing skills.
- Work experience that can be used as a reference for future employers
- Travel expenses reimbursed at 45p per mile or public travel fare (up to £5 per day)
- Full induction into Brighter Futures and the services we provide.
- The opportunity to attend Brighter Futures training.
- Receive regular support and reviews to support your development.

### Additional

Brighter Futures will not discriminate in its employment decisions against applicants with criminal records, if it is judged that the offence has no relevance to the post applied for. A DBS (formerly CRB) will need to be carried out on the successful applicant before the post can be started. Brighter Futures is committed to safeguarding and promoting the welfare of children and adults, and expects all colleagues (paid and volunteers) to share this commitment and complete mandatory training.