* + 1. **Volunteer Role Description**

Form VOLRD1

Area of involvement - please tick: *projects could include/substitute their own areas of involvement*

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Administration |  | Befriending |  | Groups/Activities |  | Events |  |
| 1-1 Support |  | Telephone Support | x |  |  |  |  |
|  |  |  |  |  |  |  |  |

**Role title**: Helpline Volunteer

**Based at:**  Southwark Wellbeing Hub/Community

**Background to role:**

The Southwark Wellbeing Hub provides information and support to anyone living in Southwark who is worried about their own wellbeing or someone close to them.

We are a signposting service which means our primary role is to connect anyone looking for support with the appropriate services. We have a large online directory of services that are available in Southwark, which means someone can explore and choose support that is right for them. We take time to understand the issues that are impacting on someone’s wellbeing and can offer a period of further support to help an individual identify their goals and utilise services and personal tools to achieve them. We also offer peer support and self-management wellbeing workshops. We are a dynamic service that provides support in the community, online, over the phone and through face to face appointments.

**How Volunteers Support our Service**

Lots of people contact us for the first time via our Helpline, they may be unsure about how to resolve an issue in their life or looking for a specific type of support. We hope to support callers with a calm and friendly conversation about their situation and suggest options for further support. As a volunteer your role will be to introduce our service, listen carefully to callers challenges and explain what support is available. Without you we could not help as many people as we do or connect with such a wide range of experiences and backgrounds.

**Who are we looking for?**

This role would best suit someone who has a connection to the borough of Southwark, is compassionate, interested in sharing information, can learn in a fast paced environment and communicate effectively with professionals and the general public.

**Key Tasks:**

* Work alongside our team of Hub Support Coordinators to respond to phone enquiries
* Provide emotional support to those who are concerned for their wellbeing or the wellbeing of someone close to them
* Learn and recall information about a range of different services; communicate this according to an individual’s needs
* Retain, analyse and record information from clients so that it can be communicated to our team
* Carry out follow up calls to service users to gain information around signposting support offered
* Contact service users who are waiting to access support
* Contact service users to obtain feedback from attending the wellbeing workshops; working alongside the Wellbeing Workshops Coordinator
* Ensure effective records are maintained via using the service's Case Management System
* Undertake research in different topics to identify support in the local area and work alongside the Communications Coordinator to review the service's online directory
* Act as an ambassador of Southwark Wellbeing Hub and promote the services to local statutory and voluntary teams and attend events when necessary

**Key Skills**

* Active listening and interpersonal skills: empathy, kindness and patience.
* Professional register; be able to remain calm and focused in order to understand and record information
* Comfortable working independently, asking for help and working with others
* Willingness to self-reflect and learn from experiences
* Awareness of your own mental health and can practice self-care and coping strategies
* Comfortable speaking to people on the telephone- training will be given.
* IT skills; Word, Excel and databases
* Understanding of customer service skills and commitment to delivering high standards of customer care, to uphold the equality and diversity policy, health and safety standards and our shared values of Service User Involvement:

**Service user involvement and leadership at Together is based on national service user led involvement standards, known as 4PI. Our shared principles of service user involvement are:**

* **We see everyone as an individual, so we respect and value their experiences and background**
* **We see people as people, not their diagnosis, and focus on strengths, abilities, potential and aspirations**
* **Lived experience leads each individual journey towards wellbeing**
* **Everyone can be involved**
* **Involvement benefits individual wellbeing and individual projects**
* **The lived experience of others and peer support is valuable**

**Required Knowledge and Experience**

Please be prepared to evidence this at interview:

* Volunteering or working in the charity sector/ public services / health care
* Customer Service
* Understanding of Mental Health issues and related issues
* Understanding of Discrimination the values of Equality and Diversity
* Admin and IT skills
* Record keeping, confidentiality, GDPR

**Date(s) / Time(s):**

We ask for a commitment of two shifts per week (one in the morning and one in the afternoon), we require a minimum of at least six months commitment. Regular days to be agreed during induction.

**Many volunteers who have committed to this role for 1 year have gone on to start paid career in social care, support work, customer services and health services.**

**Prerequisites**

Willingness to undergo DBS Checks & reference checks.

Willingness to volunteer for 1.5 Days per week (Monday to Friday)

Willing to attend training and supervision

Available to the role for 6 months minimum.

**Training**

We will provide thorough and mandatory training, commitment to attend must be confirmed at interview. You will be given a range of opportunities to demonstrate your learning in order to complete the training and become a volunteer with the service.

Individuals will need to be available to attend all training and induction sessions, which may take up to six weeks. Training will include:

* Four half-day Classroom Sessions
* Three Shadowing sessions with one of the Service's staff.
* A workbook that must be completed to a high standard
* Feedback and Review meeting

**Supervision, Celebration and Socials**

Volunteering is a great way to develop both professionally and socially, we encourage this through social activities and peer led spaces including:

* Monthly Group Supervision and regular 1-to-1 Supervision to provide opportunities to meet other volunteers, work with different staff roles, and share learning and receive support.
* Invitation to join our Whatsapp group aimed at sharing current knowledge of services and signposting, to use in and out of your scheduled volunteering hours
* Team Coffee breaks with other volunteers and the team for a chance to relax and chat between calls
* Regular social events organised by the Volunteer Coordinator, activity and venue vary
* Shared Team Lunches every 2 months
* Annual Celebration for our volunteers
* Opportunities to connect with Together’s National Volunteering Programme and Events

**Expenses**: Travel costs to and from volunteering will be reimbursed where receipts are provided.

**Contact**: Sumaya Fenton, Volunteer Coordinator

**Email:** Sumaya-fenton@together-uk.org

Together is happy to provide feedback for volunteers who are building up Together Involvement Portfolios, CVs etc. Please contact the person named above, or the named person on your Volunteer Agreement, who will give you feedback verbally or in writing