

**Role Profile**

**Volunteer Mentor**

# Second Step

**9 Brunswick Square**

**Bristol BS2 8PE**

**[Date]**

1. Role description

The role description does not describe a comprehensive list of duties, rather a broader range of responsibilities. The role profile is subject to review and change.

1.1 Role purpose

Volunteer mentors support Service Users on a one to one basis to work towards achievable goals and to develop new skills to build confidence and independence. A key aim is to support social inclusion, helping people to integrate into their community and promoting equal opportunities. Our roles range from providing 12 sessions of support with the Get Connected project to 6 months with the Community Rehabilitation project.

Job Context

Volunteers are highly valued as part of our organisation, as they ensure that we are able to provide high quality, well informed and innovative services to our service users. Without volunteers, some of our most important and effective services would not be able to operate.

* 1. Organisation

Second Stepis a leading mental health charity in the South West offering housing, support and hope to thousands of people with mental health and other problems. Our goal is to inspire hope and deliver change for everybody and every community we work with.

* 1. Role accountabilities
* Providing community based support to service users
* Meeting once a week for up to 3 hours, for a set amount of time
* Building a supportive, positive, person centred relationship with service users
* Providing a safe sounding board, someone who will listen and not judge
* Helping to improve well being, self confidence, independence and to reduce social isolation by accessing social, community and leisure activities and services
* Guiding service users through problem solving and supporting to identify solutions
* Motivating and inspiring services users by using your own life experiences and by being a positive role model

1. People Profile
   1. Skills and experience required

* Strong communication skills with service users, other volunteers and staff
* Be reliable and keep pre-arranged commitments with your service user
* Enthusiasm and an interest in encouraging service users to become more involved in their local community and attend local groups or activities
* Ability to volunteer within a team and keep accurate and up to date records
* Be non-judgmental and able to respect a person’s right to choose how they live
* We welcome volunteers with lived experience of the issues facing service users – across homelessness, mental health issues, drug and alcohol problems, offending histories and other life issues, and experience of using services
  1. Commitment to Second Step

As a volunteer of Second Step you will have a commitment to follow Second Step guidelines for the role, as follows:

• A commitment of 12 months to volunteering, minimum 4 hours each week

• To attend induction and support sessions as required

• To maintain confidentiality

• To adhere to Second Steps Health and Safety guidelines

• To abide by and put into practice Second Step’s Equal Opportunities Policy

• You must be free from problematic drug / alcohol misuse and have been so for the past six months

* Be stable in your own mental health recovery
* Be living in stable accommodation
  1. Benefits of volunteering
* Comprehensive induction training and full induction into your role
* On-going support and regular catch up sessions with supervisor
* Out of pocket expenses including travel expenses
* Opportunities for personal development and progression
* Meet new people and volunteer alongside Second Step staff / partner agencies
* Chance to build your CV and develop new skills, attend training and workshops