



**Role Profile**

**Bristol Wellbeing College**

**College Connect Volunteer**

**Second Step**

**9 Brunswick Square**

**Bristol BS2 8PE**

**September 2021**

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

Bristol Wellbeing College delivers workshops, courses and activities to improve mental health and wellbeing. Anyone living in Bristol who has used Bristol Mental Health services (and their carers) can attend. The sessions are also open to patients of Inner City and East GP surgeries.

This role involves supporting clients currently receiving support from the Assessment and Recovery Teams in Bristol. You will be supporting people to attend sessions delivered by Bristol Wellbeing College with the aim of increasing their confidence to attend independently. You will be supporting clients with a wide range of mental health experiences, at various stages in their recovery.

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
* Support and encourage clients to attend Bristol Wellbeing College sessions, over the course of 6 weekly telephone and face to face meetings, including attending sessions with them if required
* Support clients within the sessions by providing reassurance and guidance as needed
* Seek support from staff as required
* Support learners to book on to sessions
* To gain an understanding of the nature of delivery, you will be invited to attend Bristol Wellbeing College sessions at the outset of the role
* Opportunity to attend team meetings

1. People Profile
   1. Skills and experience required

* Excellent interpersonal skills, including the ability to communicate effectively with a range of people
* Good reading and writing skills, to be able to record a written summary of your meetings and support clients within the sessions, if required
* Basic IT skills i.e. able to use the Internet/Word
* Patience and ability to remain calm in challenging situations
* Able to engage others on the telephone and in person, to listen, reassure and encourage
* To 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 – including homelessness, mental health issues, drug and alcohol problems, offending histories and other life experiences
  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 weekly commitment of up to 3 hours a week for at least 6 months (you will support each client for 6 weeks)
  + To attend regular supervision sessions
  + 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