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Volunteer

Role Description

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| **Title of Opportunity:** | **Meet & Greet Volunteer** |
| **Location:** | **Crisis Safe Space (based at Bridgwater Town Hall)** |
| **Payment / Expenses:** | **Unpaid position, reasonable expenses (i.e. travel) will be paid** |

**About the role:**

As a Meet & Greet Volunteer you will be working alongside a small team of Senior and Recovery Navigators within the Crisis Safe Space. The Crisis Safe Space was co-designed by local people with experience of mental health crisis who wanted more support available in the community rather than at hospital​. The service has been designed for people experiencing acute emotional distress who need immediate and short-term crisis prevention rather than intensive support from either an emergency or inpatient service​. As an alliance member of Open Mental Health, we work in close partnership with Mind, Somerset Foundation Trust and other OMH partners.

You will be providing a specialised role within the Crisis Safe Space Team in Bridgwater. As part of the wider team, you will start to build a trusting relationship with individuals while they are accessing the Crisis Safe Space and your role will be to meet and greet, assist with any enrolment/paperwork, and offer support with signposting, feedback, and ongoing support for up to 6 weeks. Working alongside the Senior and Recovery Navigators, meaning you will have access to constant support and guidance.

**What will be involved?**

* Welcoming service users attending appointments at the Crisis Safe Space: to assist service users to feel at ease and help them settle in and to provide general information about the service and what to expect.
* Support service users with feedback forms, wellbeing questionnaires and ensure forms are fully completed.
* Offer to / make refreshments for service users when they arrive.
* Provide a safe sounding board, someone who will listen and not judge.
* Help to improve wellbeing, self-confidence, and independence by exploring activities that promote these areas.
* Ensure that professional boundaries are maintained to protect both yourself and the service user.
* Offer information and signpost, where necessary, to enable service users to make their own informed choices in their recovery journey.
* Provide administrative and / or practical support to the staff team.
* Debrief with the Senior Recovery Navigator after your shift to discuss any concerns or queries.

**Who should apply for this role?**

We are looking for volunteers who have:

* a passion for supporting others.
* an awareness of self-management resources and coping strategies.
* an ability to empathise with others and form trusting relationships.
* a non-judgemental approach and an ability to maintain appropriate boundaries.
* good listening and communication skills, reliability and good time keeping.
* an ability to take responsibility for your own self-care and willingness to utilise the support and supervision provided by the Senior Volunteer Coordinator.

**Where and when will I volunteer?**

The Crisis Safe Space is an out of hours service open daily between the hours of 17:30pm and 23:30pm. We welcome applications to those who can commit to a minimum of 1 evening per week.

**What support will I get?**

You will be supported by the Senior Volunteer Coordinator who will provide regular check-ins and supervision sessions, as well as hold group supervision sessions with other volunteers. As well as ongoing support and guidance from the Crisis Safe Space team during your shift.

**Is a DBS check required for this role?**

Yes. You will be supported by the Senior Volunteer Coordinator to obtain a DBS (Disclosure & Barring Service) check. Any disclosures will be discussed on a case-by-case basis and will not automatically stop you from being involved. Please note that DBS checks are free of charge.

**How do I apply and what happens next?**

For further information or to arrange an informal chat about volunteering opportunities, please contact Lydia Dorey on 07790 551133 or email [Lydia.Dorey@second-step.co.uk](mailto:Lydia.Dorey@second-step.co.uk)

**Second Step is committed to Equal Opportunities and welcomes applicants from all sections of the community and from people who have personal experience of using mental health services.**