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Volunteer

Role Description

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| **Title of Opportunity:** | **Telephone Support Volunteer** |
| **Location:** | **Safe Haven, Weston-Super-Mare** |
| **Payment / Expenses:** | **Unpaid position, reasonable expenses (i.e. travel) will be paid** |

**About the role:**

As a Telephone Support Volunteer, you will be working alongside a small team of Senior and Recovery Navigators within the Safe Haven Crisis & Recovery Centre. The Safe Haven provides a safe space for people in acute emotional distress and is based in Weston-Super-Mare’s town centre. It is the first of its kind for North Somerset and was co-designed with input from people with experience of using local mental health services and clinicians. The service supports up to 10 clients per evening, inclusive of 1-1 telephone support, face to face support and group support. The centre is open seven days a week, between 6pm and midnight. It is open to people over 16 years old who live in North Somerset and South Gloucestershire.

This role is to support clients that have accessed the Safe Haven Crisis Centre. The Peer Telephone Support Volunteer will offer up to 2-3 weeks of emotional and / or practical telephone support (such as signposting to other services) to the service user for up to an hour a week. This could be once a week or split into different sessions as required. Telephone calls will involve providing emotional support and exploring activities that help promote wellbeing, self-confidence and independence. You will be supporting people who are experiencing suicide ideation, sleep deprivation, emotional distress, isolation, anxiety, as well as other mental health issues and support needs. Working alongside the Senior and Recovery Navigators, meaning you will have access to constant support and guidance.

**What will be involved?**

* 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 wellbeing, self-confidence, and independence by exploring activities that promote these areas.
* Guiding service users through problem solving and supporting to identify solutions.
* Ensuring that professional boundaries are maintained to protect both yourself and the service user.
* Offering information, where necessary, to enable service users to make their own informed choices in their recovery journey.
* Maintaining appropriate documentation of the support given to service users.
* 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 Safe Haven is open seven days a week, between 6pm and midnight. 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 Safe Haven 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.**