



Thank you for your interest in becoming a Telephone Support Volunteer

Here is a little more information to give you a clear understanding of the role:

What is a Telephone Support Volunteer?

Telephone Support Volunteers are people who can provide regular outgoing telephone-based outreach to help people with mental health issues in the community manage their condition and bring about the best recovery possible. This role will be based at our Sale Road HQ. You would need to be able to communicate well with members of the public with long-term mental health conditions who are regular users of our support services.

Who makes an ideal Telephone Support Volunteer?

In short, anyone who is willing to communicate with others. The main aim of the role is to provide information about the organisation and to signpost where appropriate. There are however a few elements that are essential to the role:

- You must feel confident in talking to others
- You must have excellent communication, record-keeping and empathic skills

You will be assisting Norwich & Central Norfolk Mind to develop services and make real changes to people's lives.

Training and Support

We want to make sure you get the most out of the role so we will start out by orientating you to the organisation. You would receive comprehensive training relevant to the role.

You decide how many hours you can offer and you will be supported by the Volunteer With Us team and the Support Services team.

Download the criteria list for a comprehensive look at the role and how to apply
We hope this feels like an exciting and interesting opportunity to you