

Required skills and experience needed to be a Mind Telephone Support Volunteer	
Areas	What you will need to be able to do
Knowledge & Experience	<ul style="list-style-type: none"> <li>• Have a good understanding of mental health and wellbeing</li> <li>• Have an awareness and understanding about the organisation and what services it can offer (training provided)</li> <li>• Have understanding and awareness of how to support someone in distress</li> <li>• Have an understanding of, and commitment to equal opportunities, diversity and people's rights</li> </ul>
Skills	<ul style="list-style-type: none"> <li>• Ability to create connections with people</li> <li>• Ability to listen and encourage engagement</li> <li>• Ability to contribute positively to development of the role</li> <li>• Ability and commitment to keeping information confidential</li> <li>• Ability to effectively listen, monitor an individual's situation, problem solve and signpost</li> </ul>
Personal Attributes	<ul style="list-style-type: none"> <li>• To be reliable, punctual and flexible</li> <li>• To be organised</li> <li>• To be open to on-going learning</li> <li>• To let us know if the role is becoming too demanding</li> <li>• To connect with a wide range of people who may have differing opinions to your own</li> </ul>

<b>Additional Requirements</b>	<ul style="list-style-type: none"> <li>• Ability to travel to the Sale Road office</li> <li>• Ability to use email and phone, and basic software such as MS Office (some training provided)</li> <li>• Willingness to have a DBS check</li> <li>• A six-month commitment to supporting the work of our teams with one four hour session per week as a minimum</li> </ul>
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<b>Training &amp; Support Offered</b>	
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	<ul style="list-style-type: none"> <li>• Specialised Personality Disorder Training - KUF (knowledge and understanding framework) You must be available on the dates specified.</li> <li>• Mental Health First Aid</li> <li>• Physical First Aid, lone working and health and safety</li> <li>• Mind approach to client care</li> <li>• Recovery Informed Practice</li> <li>• Professional boundaries</li> <li>• Regular supervision</li> <li>• Shadow shifts on the mental health support line for operational knowledge and familiarity</li> </ul>
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<b>Role Requirements</b>	
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	<ul style="list-style-type: none"> <li>• To provide telephone support to people living with personality disorders</li> <li>• To provide information to these individuals on relevant services and help them with goal setting and low-level emotional support</li> <li>• To respond to any increase in risk levels for an individual in a timely and professional manner using a provided pathway</li> </ul>
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<b>Notes – Please bring this with you to your meeting with us</b>	
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