



## Thank you for your interest in becoming a Support-line Volunteer

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

### What is a Support-line Volunteer?

Support-line Volunteers are people who can provide regular telephone-based outreach to people with mental health issues, in particular those living with Personality Disorders in the community to help manage their condition and bring about the best recovery possible. This role will be based at our Sale Road HQ. You should feel comfortable communicating with members of the public with long-term mental health conditions who are regular users of our support services.

### Who makes an ideal Support-line Volunteer?

In short, anyone who is willing to communicate with others. The main aim of this role is to be a point of contact for people who live with chronic mental health conditions, primarily Personality Disorders to provide support, information and signposting where appropriate. This is not a crisis service and you will be talking to people who are deemed to be at low-risk but never the less you will need to be an excellent communicator, confident and empathic.

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

### Training and Support

In addition to our standard Volunteer Induction and Training program, and thanks to our generous fundraisers, we are very pleased to be able to offer Support-line Volunteers some specialised training. KUF (Knowledge and Understanding Framework) will give you a greater understanding of personality disorders and help you to work effectively with people living with PD. We consider this training to be absolutely essential to the role of Support-line Volunteer so please consider your availability when applying.

**PLEASE NOTE - It is essential that you are available on all 3 dates to undertake this course because unfortunately these are not negotiable. Exact venue to be advised but they will all be held in Norwich.**

Tuesday 22<sup>nd</sup> January 10:00am – 4:00pm

Tuesday 12<sup>th</sup> February 10:00am – 4:00pm

Tuesday 25<sup>th</sup> February 10:00am – 4:00pm

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.