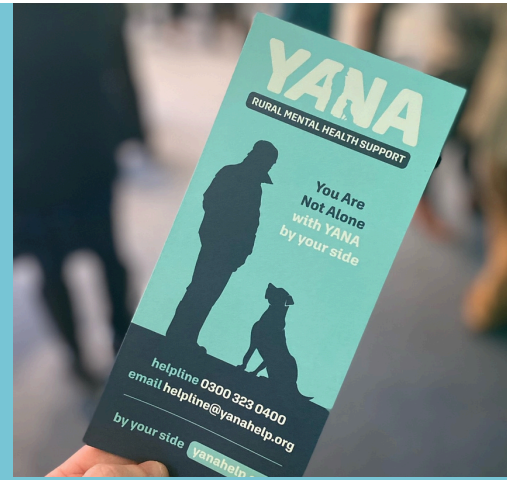


YANA

RURAL MENTAL HEALTH SUPPORT

HELPLINE VOLUNTEER RECRUITMENT PACK



Prepared by: The Helpline Manager and Charity Director

Introduction

Dear Applicant

Thank you for considering applying for the role of Helpline Volunteer at YANA. Our work to address suicide and poor mental health in agriculture – through our helpline, awareness raising and education programmes – has never been more important.

Having recently launched a developed helpline, meaning we are able to answer calls at the time they are made, we're keen to build on and further strengthen the team behind the work that happens at YANA.

Our helpline support is at the core of the help that YANA provides and plays a significant role in making a positive difference to our agricultural sector. As part of this, we are looking to recruit Helpline Volunteers who can complete our helpline training in order to provide listening and signposting support to those who request our help.

The successful volunteers will work closely with the Helpline Manager and helpline colleagues (staff and volunteers) playing a vital role as part of a team who delivers a professional and efficient helpline.

We hope the material we've prepared in this pack is helpful and encourages you to apply. We look forward to receiving your application.

Yours faithfully,

Claire Atterton

Helpline Manager

About YANA

420

Mental Health First Aiders
trained since 2019

216%

More requests for help on
the helpline since 2020

£20,000

Invested in counselling
support in 2024

Our four chains of support



1 Providing confidential support & funded counselling

2 Building understanding of mental health

3 Investing in mental health training

4 Distributing a national suicide prevention campaign

YANA exists because of the disproportionately high levels of suicide and accidents in the agricultural sector, which often stems from the pressures, uncertainties, lack of control, and isolation that can be experienced on a daily basis.

In 2008, YANA was ahead of its time offering a confidential helpline and providing funded counselling. At that time no other organisations were providing this support and addressing the mental health issues in agriculture in this way.

Since then, the addition of mental health training has been introduced and training with YANA has become very much sought after.

Early 2024 saw YANA launch its manned helpline hours, meaning every Monday to Friday, between 10am and 1pm, callers can speak to someone directly. When busy or unmanned, callers are invited to leave a message and receive a callback.

With a new team in place, we now recognise the need for additional Helpline Volunteers to enable the developed helpline to continue to grow and provide the professional and much needed help sought from YANA.

YANA's ethos is to do few things well, and whilst services have developed, the core of our support remains simple. Prevention through education and awareness raising and accessible support for those already struggling to cope.

Vision, Mission and Values

Vision

YANA envisions an agricultural sector where there is confidence to recognise and speak out when one is struggling or experiencing suicidal thoughts, knowing that a listening ear and support to help will be there.

Mission

YANA exists to reduce loss of life through suicide and improve quality of life for those in agriculture and rural businesses in East Anglia, by providing a trusted source of help, whilst educating and empowering people with tools to recognise and respond to emotional distress. We believe that no-one should have to face their struggles and despair alone.

Values



About the YANA Helpline

The Helpline is manned every Monday to Friday between 10am & 1pm, this is referred to as the live helpline. Outside of these hours the team are on standby to make any call backs where a caller leaves a message for us to do so.

YANA's helpline provides a listening and signposting service, we do not give advice. Calling the helpline can give access to funded counselling through our bank of self-employed counsellors.

Email requests for help are received and they are currently dealt with by the office.

A call can take anything from 10 - 50 minutes and can be someone concerned about another person or about themselves. Some callers have complex situations and others just need to talk. Some callers are at a crisis point and therefore additional measures and work is required with the team to ensure everyone's safety.

For some callers, we provide a series of call backs, this can be especially useful when major life events are taking place. Knowing someone is there to check in with can help get through difficult times.

The helpline receives calls from a range of people including individuals, families, & employees, and from health, social care, and education professionals. The level of calls received fluctuates throughout the year depending on a range of factors.

Volunteering In YANA



"YANA's staff and volunteers are the heartbeat of the charity - without their hard-work, dedication, & passion, the hope and the restoration of life simply wouldn't be possible."



Individuals working with YANA are committed to our vision of 'improving mental health and reducing loss of life through suicide'.

They are:

- Professional in their approach
- Knowledgeable, passionate about, and committed to, improving mental health
- Flexible and adaptable
- Collaborative: happy to work with others and on their own
- Willing to have a go and learn new things

What we give our Helpline Volunteers

As a volunteer you can expect:

- Clarity about the standards required to carry out your role, and support to achieve these.
- A commitment to invest in our volunteers through offering upskilling training sessions

- An openness and willingness to listen to our volunteers, recognising your voice is important
- Support to fulfil your role well through training, communications and meetings
- Recognition of the achievements of YANA and your work to celebrate with you
- Re-imbusement for agreed out of pocket expenses, in line with the expenses policy
- To be treated fairly and in an inclusive manner
- Not to be asked to do anything that hasn't been risk assessed or may compromise your safety
- Personal information is handled confidentially and securely at all times
- Mileage and out of pocket expenses

During your time volunteering with us you will receive important communications via email and at face to face events.

You will be invited to attend an annual get together, providing an opportunity to meet other Volunteers or Mental Health First Aiders, Staff and Trustees. You will be able to take part in consultations, share your feedback and achievements, and learn about any new opportunities or developments.

What YANA expects from volunteers:

- Strive for the best you can do and complete your volunteering with dedication and commitment
- Be positive about and support the charitable work of YANA
- Use appropriate and sensitive language when talking about mental health issues and the work of YANA
- Adhere to our policies including safeguarding
- Work only within the boundaries and training for your role
- Keep up to date with information related to your volunteering role(s) through emails, newsletters, training and meetings
- Understand our message and stick to it, please don't develop your own!
- Let us know if you can't do something
- Behave responsibly regarding your own and others' safety
- Act in a non-discriminatory and inclusive manner
- Share your ideas with us
- Keep your personal data such as contact details up to date via the Helpline Manager
- Raise any concerns you have with the Helpline Manager or Charity Director. If there's a problem, please tell us so that we can respond promptly.

Training

If you join our helpline volunteer team you will be trained before any calls are handled. This will include training in the following areas:

- Preparing to answer a call
- Answering a call
- Stages of a call
- Being an effective call handler
- What to do when a call is silent

- Handling crisis or suicidal calls
- Showing empathy
- Practice calls covering a range of scenarios
- Safeguarding
- Gun Licenses
- System training
- Confidentiality
- Mental Health: The Essentials (3.5hrs)
- Looking after yourself after a call
- Annual training opportunities
- Optional Mental Health First Aid (2-days)

At YANA we are committed to our team members' well-being. We aim to provide a supportive, flexible and rewarding environment, encouraging people to develop in their areas of interest to nurture a strong team culture.

As a Helpline Volunteer you will be invited to attend four peer supervision sessions (you must attend at least 2 per year), as well as four helpline team meetings. A call de-brief process is in place and as a new volunteer you will be matched with a buddy who can be a welcome additional help as you settle into the role and the team.

You will receive email updates, well-being checks and opportunities to get to know the rest of the team.

Confidentiality

YANA understands that whilst volunteering you may become aware of confidential information such as personal details, circumstances, and health issues. Any such information should not be discussed outside of YANA. If you have any specific concerns or feel there is a need to tell someone outside of YANA please speak to your line manager or the Charity Director.

YANA values diversity, promotes equality and challenges discrimination. We encourage and welcome applications from people of all backgrounds.

The Role

Role: Helpline Volunteer

Reporting to: Helpline Manager

Hours: average 4-6 per month

Salary: Voluntary with reasonable expenses claimed

Working Days: Variable as agreed

Location: This is a home based role, with travel across East Anglia required from time to time and for team meetings.

DBS: The post will be subject to a DBS check

Closing Date: 12noon 20th February 2025

As a Helpline Volunteer you will contribute to the delivery of YANA's helpline in line with its vision, mission and values. Ensuring the services maintain YANA's high standards and provides effective support to the people we seek to serve.

Key functions of a Helpline Volunteer

- Respond to voicemail messages, providing a listening ear with empathy and no judgement
 - Record and submit call reports via a web based system
 - De-brief with colleagues and managers
 - Use all signposting information to provide callers with useful information
 - Support colleagues and contribute to team meetings
 - Attend annual training and group supervision sessions
-

The role of a Helpline Volunteer is to provide confidential support to people who contact YANA for help, alongside the wider team, ensuring the services maintain YANA's high standards and provides effective support to those in need.

You will be part of a team who provide a professional and responsive helpline service, supporting people in agriculture and rural businesses struggling with poor mental health and other matters which may include things such as work issues, relationship problems, and financial pressures.

You will receive in-depth training to enable you to fulfil your role to the expected standard.

You will help to ensure that our internal processes are effective, and the information we provide to the YANA community is timely, up-to-date, and relevant through providing feedback and engaging with training and peer support sessions.

You will respond to a wide range of enquiries from individuals, families, and employees, and from health, social care and education professionals who may be supporting people calling the helpline. You will provide support and information via telephone initially, and via email, webchat and SMS if and when these channels are developed. You will offer an informed, non-judgmental and empathetic listening ear to individuals and families at every step of their journey.

Specific things you might do as a Helpline Volunteer after completing all training include:

- Provide helpline support by making call backs through our call handling system on an ad-hoc basis as required.
- Provide cover on a weekend rota to make any call backs required.
- Carry out de-brief calls with other team members after a live shift.
- Provide live shift cover once suitably experienced making call backs.

Each of the above roles work around our, and your availability, and mostly include evening and weekend commitments. Each are explained in more detail below.

Further to these you may choose to:

- Take on a role in researching and updating information across our various platforms including (but not limited to) content for our website, social media, support line materials and leaflets. The primary audience of the materials will be the rural community.
- Attend YANA events (virtually and in-person) to raise awareness of YANA's helpline services.

Provide cover on a weekend rota to make any call backs required

You will provide cover on a rota system (expected once every 6-8 weeks), where you will receive email notifications that a voicemail has been left. After logging into our system you will either make the call back yourself or arrange for another of the team to make call backs needed.

Following any call back you will log the call on our call reporting system. A de-brief can take place with a nominated person.

Provide helpline support by making call backs through our call handling system on an ad-hoc basis as required

During the week, you may be contacted by the office to ask if you can make a callback on a specific day or time. Our communications are delivered via a WhatsApp group initially. Once agreed who will make the call back, a phone call takes place between the office and the volunteer.

Carry out de-brief calls with other team members after a live shift

At the end of our live helpline shifts, call handlers are required to engage in a de-brief call. This provides an opportunity to check-in and ensure the individual is ending their shift well, knows what measures they need to take so as not to carry work into the rest of their day, and to talk through any calls or emails handled to offload.

It can also be helpful to have someone on standby for a volunteer to de-brief with after making a call back and this can be through a rota system.

You will report back on any de-briefs to the Helpline Manager.

Provide live shift cover, once suitably experienced with making call backs

Once suitable call back experience has been gained, you will be able to provide live helpline cover, usually no more than a four hour shift, as and when it is required. This requires you to be logged in to our call handling system and ready to take any calls that come through in a private and confidential space.

You will log all calls handled in our call reporting system and you will engage in a de-brief call at the end of your shift.

Support for Helpline Volunteers

As a Helpline Volunteer, you will attend a minimum of 2 peer supervision sessions each year. These take place quarterly and alternate being online and in-person.

YANA offers a Helpline Team Meeting (4 per year) which are optional but provide another element of support and opportunity to ask questions, receive updates, and get to know the team more.

We conduct well-being checks with all our volunteers to ensure that the volunteering is working for you and to identify any support or training needs.

An annual training programme provides opportunities to further develop skills and awareness – some is optional and some required. Our helpline team's annual thank you meet up' takes place each autumn.

Helpline Volunteers have access to emotional support, supervision, & therapy should it be required following a difficult call. Our priority is to ensure the helpline team is well, in order that they can provide the best support possible. We ensure a de-brief call is made after live shifts have closed and operate a system for support after call backs, ensuring you feel supported

Responsibilities outlined

1. The Helpline

1.1 Through the YANA Helpline, you will provide information and support to individuals, their families and professionals by telephone initially, with the potential for SMS and webchats, if developed, ensuring that:

- All enquiries received through the YANA Helpline receive a response based on high quality, up-to-date and evidence-based information.
- You log, triage and respond to enquiries received by telephone, SMS and webchat (if and when developed) in line with agreed timelines, policies and procedures.
- You are sensitive and responsive to the needs of the individuals, family members, employers and health, social care and education professionals using the YANA Helpline.
- You enable access to counselling for those individuals who are most vulnerable and who need this provision. This may include individuals with poor mental health and complex needs.
- You collect and accurately record data enabling YANA to monitor and evaluate the performance of the YANA Helpline, including usage data (such as number and length of calls), qualitative information (feedback from service users) and data collected in conversation (such as logging broad categories of issues that service users are facing).

- Your support demonstrates best practice and complies with the law on safeguarding (making sure we are working appropriately with adults at risk and children) and data protection (making sure that we are handling all sensitive data appropriately).
- You proactively engage with reflective practice and supervision to safeguard your own health and well-being and support individual and team learning. This consists of at least two peer supervision sessions per year, 1-2-1s (wellbeing checks) with your line manager, and annual training sessions.
- Support from a counsellor can be arranged and would be available through conversations with your line manager.

1.2 You will play a key role in YANA's safeguarding as part of your work on the YANA Helpline.

1.3 You will ensure confidentiality in the provision of the YANA Helpline, managing conversations and relationships tactfully and diplomatically with members of our small community who may also interact regularly with the charity at face-to-face and virtual events, and through our social media channels.

1.4 You will help to ensure that the YANA Helpline demonstrates best practice in the provision of support and information.

2. Support, information and signposting

2.1 YANA's helpline is a listening and signposting service. You will refer to any signposting information you are provided with to ensure YANA Helpline service users are aware of external partner organisations that can provide specialist support.

Other requirements of the post

It is important to understand the nature of this role will likely lead to:

- Exposure to people experiencing severe emotional distress and/or suicidal thoughts
- Extended periods of time on the telephone

In this role you will normally work with the wider helpline team (which includes Call Handlers (volunteers and staff), Administrator, the Helpline Manager, and the Charity Director) available to assist you remotely.

You will be required to attend at least two group supervision sessions, participate in call debriefs, and can access counselling support if needed.

The volunteer will work flexibly and is likely to entail occasional evening and weekend work.

Travel within East Anglia may be needed for team meetings, supervision, YANA events and training provision. This would normally require access to a car (mileage will be paid) or travel by public transport (tickets will be paid).

The Volunteer will be expected to have adequate facilities at home, including a private space to take or make calls and Wi-Fi, to allow them to fulfil the role to the best of their abilities.

A DBS check will be required prior to taking up post.

Recruitment is carried out in line with safe recruitment practices.

Who are we looking for?

We are seeking a flexible and adaptable individual who works well in a team as well as on their own.

You will help deliver support the helpline at YANA provides, as a charity that improves mental health and seeks to prevent loss of life through suicide in East Anglia for those involved with agriculture and rural businesses.

You will need to be a positive and pro-active team player, demonstrate empathy and a nonjudgmental approach, and able to give attention to detail.

We would like you to have a real interest in the impact of our work and helping others. Effective communication skills and a flexible but focused approach are key to this role.

Place in organisational structure: Helpline Volunteers report to the Helpline Manager.

Person Specification

Knowledge

- Understanding of agriculture and rural life, mental health and/or therapy can be beneficial.

Skills and abilities

- Ability to engage confidently and comfortably with a wide range of people with proven ability to build rapport.
- Calm and consistent manner, able to demonstrate initiative, problem-solve and to work well under pressure.
- Able to adhere to policies and procedures.
- Willingness to engage with new software, after receiving training.
- Attention to detail and a high degree of accuracy in data entry and record-keeping.
- Ability to work independently with minimal supervision as well as collaboratively within a team.
- Commitment to maintaining confidentiality and integrity in handling sensitive information.

Other

- Committed to the vision of YANA, with a motivated, can-do attitude.

Personal Qualities, Aptitudes and Behaviours

	<i>Essential/Desirable</i>	<i>Application/Group Session</i>
Experience		
Previously been in a supporting role (paid or voluntary)	E	A
Providing support over the telephone	D	A
Experience of working on a helpline	D	A
Experience of working in mental health (paid or voluntary)	D	A
Skills		
Ability to listen	E	GS
Ability to remain calm in a crisis	E	GS
Ability to maintain confidentiality	E	A/GS
Ability to keep telephone conversation focused	D	GS
Excellent communicator	E	A/GS
Organised	E	A
Knowledge		
Mental Health	E	A
Agriculture/Rural issues	D	A
Attributes		
Shows Empathy	E	A/GS
Flexible	D	A
Passionate about helping people	D	A/GS
Enjoys working as part of a team	E	A/GS
Motivated	D	A/GS
Is able to work using own initiative within YANA's set procedures and processes	E	A

Other Requirements

- Use of a confidential home working space and Wi-Fi to receive and make calls is essential.

"Coming together is a beginning, staying together is progress, and working together is success." – Henry Ford

The application process

To apply, please submit your expression of interest in the form of a letter (no more than 2 pages) demonstrating clearly how your skills and experience match our person specification and your interest in the volunteer role on our helpline.

Please apply by emailing your letter to helpline@yanahelp.org by 12 noon on **Thursday 20th February**.

A Group Session for those that have expressed an interest and are successful is likely to take place on the 5th or 6th March and the two day training required will be towards the end of March.

If these dates are an issue or you would like to address anything that may be a barrier to you in expressing your interest in the role please talk to us.

To arrange an informal conversation about the role, please contact claire@yanahelp.org.



YANA

RURAL MENTAL HEALTH SUPPORT

by your side yanahelp.org

Registered office: Norfolk Showground, Dereham Road, Norwich, NR5 0TT | Charity No. 1190443

Find out more about YANA at www.yanahelp.org