

Mindline Somerset Volunteer Information Pack

Mind in Somerset

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Welcome to Mindline Somerset

Thank you for your interest in becoming a volunteer Mindline Call Handler at Mind in Somerset.

Please read through this information pack carefully, you will find all you need to know about Volunteering.

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Mindline 24/7 Volunteers

Mindline is a 24/7 helpline service, working remotely, providing emotional support and signposting to the residents of Somerset.

The service is covered by three shift patterns; day, evening, and night, with 8pm-11pm evening shift being reserved for our volunteers. Other volunteer shifts are available, at a mutually agreed time, discussed with the Mindline Project Lead.

All teams provide emotional support to our callers for up to 30-minutes per caller. Call handlers operate from home and are supported by other call handlers on shift, plus the shift supervisor. Confidentiality is key to the service that Mindline provides. It is essential that you have a quiet place, free from distractions to work from. Training will cover how this works.

Volunteer Commitment

We ask that you commit to a minimum of 1 x 3 hour shift per week, with 1 in 4 being a weekend. These will be agreed in advance. Our volunteer commitment requirement is a minimum of 12 months.

The wellbeing of our volunteers is paramount and as such Mind in Somerset and Volunteers will commit to agree the provision and attendance to Clinical Supervision, monthly Team Meeting and quarterly 1 to 1 review. This is an essential part of our commitment to you and part of the Volunteer agreement.

Clinical Supervision (monthly) is a safe space that is your time to discuss your experiences on the line, and any difficulties you may have faced.

We also have a monthly Team meeting held on the last Monday of each month (with the exception of Bank Holidays when it is held the week before) at 6:30pm for an hour.

Your quarterly 1to1 review is a meeting with your allocated Supervisor to discuss progress, training any challenges that may be affecting your ability to Volunteer. These meetings are taking place remotely via video calls.

Mindline Trans +

Offering emotional support to transgender people, their family and friends. Mindline call handlers will have the opportunity to volunteer for the trans helpline as a progression opportunity. Mindline Trans+ operates every Friday 8pm – 11pm.

Minimum commitment 2 shifts per month.



DBS

A valid DBS certificate is required, that covers working with Adults & Children. If you do not have one Mindline, will arrange this for you with your cooperation. This is free for volunteers.

Training

A full induction training programme is provided prior to becoming a Volunteer Mindline Call Handler and we welcome applications from all backgrounds, regardless of experience. Training is also held remotely, over 2 Saturday's 9:30 am – 2pm.

Further Training

In addition to our induction training, we encourage Volunteers to attend further training opportunities, such as Mental Health First Aid, Safeguarding and ASIST - Applied Suicide Intervention Skills Training, to name but a few. These are all valuable experience for work in the Mental Health field.

We also provide Trans Awareness training, which will need to be completed as part of the induction training For Mindline Trans+.

If you are interested in becoming a Mindline Volunteer, please follow the link below to download the Application Form.

[Application Form](#)

<https://www.dropbox.com/scl/fo/wmezst5tmevltiph35htr/h?rlkey=uqkr0m6nhxa9fdoi1qa77hzag&dl=0>

There is no charge or need to create an account to access or download Dropbox files.

Complete and return the application form to mindline@mindinsomerset.org.uk

Or visit our website <https://www.mindinsomerset.org.uk/get-involved/volunteering/>

About Mind in Somerset

Mind in Somerset was created 1st October 2018 with the merger of Mind in Taunton & West Somerset and South Somerset Mind, both with their origins in the 1980's.

We are often the only independent, non-statutory source of support available to those experiencing mental ill-health or distress in our area of remit.

OUR CORE PURPOSE

To provide services and support to anyone affected by or vulnerable to mental illness, improving their quality of life and wellbeing.

OUR VISION

Mind in Somerset aims to promote good mental health and wellbeing, to provide a voice, and champion a greater understanding of mental health issues in the community, whilst operating to the highest standards of governance and best practice of the Mind Quality Mark.

We now support many people from all backgrounds within Somerset, reaching into Devon and Nationally.

Mind in Somerset is affiliated to national Mind and as part of our agreement with them we adhere to its quality standards system which includes targets relating to commitment to quality, governance, user involvement and participation, equality and diversity, financial management, people management and measuring performance.

We work closely with a wide range of other agencies within and outside of the mental health field and many are part of the Open Mental Health Alliance Partnership.

We work with a whole range of individuals, voluntary organisations, survivor groups and other agencies throughout the county and beyond including Somerset Foundation NHS Trust.

We have a strong tradition of consultation with those who use our services, champion and train experts by experience who will go on to support others.

We are governed by a Board of Directors who oversees the work of nearing 200 members of staff and volunteers.

Volunteering...

[Volunteering with Mindline](#)

Many of our services would not exist if it were not for a dedicated team of volunteers. Mindline for example, our 24 hours a day 7 days a week telephone helpline, is supported by a team of 60+ trained volunteers, without whom it would not be able to operate.

Mindline offers active listening and emotional support

Whether or not you have a personal interest in mental health issues you will get a lot out of volunteering with us.

Make a difference

Volunteering gives you an opportunity to make a difference to people's lives in your community.

Improve your employability

Volunteering proves to your future employer that you have developed necessary skills & are a committed person.

Have fun

Volunteering is a fun and fulfilling allowing you to experience masses of opportunities not usually available to you.

Gain experience

Volunteering gives you a chance to get experience in a field you'd like to work in.

Access training

Many of the volunteer projects will include training, which will be useful both on the project and in later life.

Diversity

Volunteering can help you broaden your experience through working and helping others.

Inclusivity

We encourage Volunteers from all backgrounds.

Call Handling role can be done from home, is flexible and can be carried out around other commitments you may have.

Role Profile

Title: Mindline Call Handler (Volunteer)

Hours:

- Minimum of 1 x 3hr shift per week, to include at least 1 x shift a month covering a Saturday or Sunday.
- Each shift is 8pm – 11pm
- Other shifts may be available with agreement of Mindline Project Lead.

Location: Home working

Reports to: Mindline Project Lead

Holiday: n/a – notice required of any planned absence.

Job Purpose: Working under the supervision of the Mindline Project Lead and Shift Supervisor to operate the helpline and provide the day-to-day running of the Mindline services. The role offers mental health and emotional support over the telephone for up to 30-minute per call. You will need to understand this service is a listening service, where other services can be offered soft handovers are made under the direction of the Shift Supervisor to services such as ‘Open Mental Health’ and ‘Crisis Safe Space’ and wider community offers.

Main Tasks

1. To be responsible answering calls and providing a listening service to callers emotional and mental health needs.
2. To check-in with Shift Supervisor at the beginning of each shift. The Shift Supervisor is available throughout the shift, providing support and debrief at the end of each shift and provides the supervisor team with a brief shift handover report.
3. To work closely with the Shift Supervisor and handover callers to more help if needed.
4. To work with Shift Supervisor in the event of a crisis or safeguarding call (known as a red card call), assisting in the handover of the call or caller details to safely link caller to appropriate support ranging from 999 to Home Treatment Team, to NHS Link.
5. To record contact and monitoring information in the Views data base, if relevant.
6. To complete a caller questionnaire on Views for each call taken.
7. To recognise and take prompt and appropriate action in a red card call situation. To clearly record all information and actions taken and to escalate as per procedure.
8. To follow Health & Safety and Security procedures and ensure the wellbeing of each caller.
9. To adhere to Working from Home guidelines.

10. To attend and contribute to the mandatory monthly group meeting.
11. To engage with and attend to own needs in the mandatory clinical supervision process.
12. To attend to 1 to1 supervision with allocated supervisor, quarterly.
13. To attend appropriate training to remain skilled and updated on Somerset service provision.
14. To support the technical running of the helpline through software and call routing systems (Call Handling).
15. To adhere to all policies of the organisation.
16. In agreement with the Project Lead, to carry out related tasks and duties, as appropriate to the changing needs of the post.
17. To cover leave and absences where required.

Person Specification

Criteria	Details	Essential/Desirable
Equipment	PC/Laptop	E
	Adequate broadband connection	E
Education	Good literacy and numeracy skills demonstrated by a good standard of GCSE'S at grade C or above.	D
Experience	Providing telephone support work in either paid or voluntary role.	D
	Experience of working with VCSE and statutory partners, across partnership work	D
	Proven experience of leading/working constructively and effectively in a team.	D
	Compilation of reports, record keeping and other relevant documentation.	D
Skills	A clear understanding of working with vulnerable adults and young people.	D
	Good computer literacy, with a thorough understanding of the basic MS Office packages and databases.	E

Skills cont....	Ability to work in a calm, patient and tolerant manner with people who may be challenging and the ability to cope in a mature way with conflict, distress and challenging behaviours.	E
	Excellent organisational skills, particularly in managing time and tasks with a keen eye for detail and the ability to produce high quality, accurate work in tight timescales to achieve targets.	D
	Ability to work within a team and foster good working relationships both internally and externally.	E
	Excellent interpersonal skills with a welcoming and helpful approach and ability to engage with others to develop and sustain warm and productive relationships.	E
	Act in ways that support equality and promote diversity.	E
Knowledge	Demonstrate empathy and understanding of mental ill-health and services.	D
	A sound knowledge of empowerment of others.	D
Personal attributes and qualities		
	An enthusiastic and 'can do' attitude.	E
	Ability to recognise own training and development needs and willingness to participate in training and development opportunities.	E
	Self-reliance, common sense, trust, integrity, and humour.	E