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**Help Point Volunteer Role Profile.**

**Purpose of the role**

We would like to recruit volunteers to provide support with our new Help Point service. This is the first contact point for people seeking Mental Health advice, information, signposting and access to our services within West Sussex Mind. The Help Point team volunteer will support us to take calls and respond to emails from members of the public from across West Sussex.

**Because this role involves working closely with vulnerable people, we need two references and a DBS check completed.**

**Location:** Our office at The Corner House in Southwick (BN42 4TH).

**Responsible** **to:** Help Point Co-Ordinator.

**Time commitment:**

* As mutually agreed, at specific times to take place during the daytime of a standard working week.
* A minimum of 4 Hours per week, with the option to split into 2 hour sessions; Monday-Friday 9am-5pm.
* We would prefer our volunteers to work a set pattern agreed in advance.

**Equipment needed:** laptop & phone to be provided by West Sussex Mind.

**Key responsibilities :**

* To have an understanding of values and goals of West Sussex Mind and agree to volunteer within our policies including equal opportunities policy, health and safety policy.
* To engage with clients in a sensitive, supportive, friendly way.
* To be able to finish the contact (phone or email) on a positive note.
* To respect the confidential nature of the service and maintain an appropriate professional attitude and boundaries.
* To keep organized records of contact on a database.
* To immediately raise any safeguarding or concerns with the Help Point coordinator.
* To engage with Help Point coordinator for regular check-ins.

**Skills & knowledge required:**

* A good geographical knowledge of West Sussex would be helpful but not essential.
* Good listening skills and feel at ease with talking on the phone.
* Good email writing skills.
* Non-judgmental and mindful of own personal views and feelings.
* The ability to remain calm and positive in challenging circumstances.
* Committed to being part of the service on a regular basis.
* Organized and able to take accurate notes.
* Confident in using IT or willing to learn.

**Personal Qualities:**

* Patience
* Team Player
* Empathy
* Resilience
* Understanding of lived experience of Mental Health needs desirable but not essential

**How we help our volunteers and benefits:**

* Welcome you to West Sussex Mind with a package of training and information needed for the role.
* Meet new people, have the opportunity to learn new skills, and take part in regular in- house training provided.
* We will reimburse pre-agreed expenses in line with West Sussex Mind’s policy.
* We will check-in regularly to ensure you are enjoying your volunteer role. And provide additional support if needed.

**Our Values:**

* Open: We reach out to anyone who need us.
* Together: we are stronger in Partnerships
* Responsive; we listen, we act
* Independent; we speak out fearlessly
* Unstoppable; we never give up
* Forward thinking: we innovate and develop