

Information Line Volunteer Role Description

Title:	Information Line Volunteer
Responsible to:	Service Delivery Manager
Also relates to:	Volunteer Manager
Time commitment requested:	Minimum of 4 hours per week for a period of 3 months between the hours of 10am and 12 noon Monday to Thursday
Location:	Dorset Mind office
DBS check:	Required for this role – Enhanced DBS

Main Purpose

To carry out Information Line work, during the Information Line working hours, to support the work of Dorset Mind. This will include: answering the information line messages/calls/emails, responding appropriately to information line messages/calls/emails and recording details of each contact and response in the electronic information line log.

Key Responsibilities

- Support the mission of Dorset Mind by:
 - Raising awareness within general and specific communities about mental ill health. That is to say educating people about symptoms – what they are, what to expect and how to spot them. We also help people about what they can do when they experience symptoms or know someone who does.
 - Challenging the stigma and inequality of mental ill health so that neither stigma nor inequality prevent people receiving information and support they need.
 - Promoting the ethos of recovery from mental ill health by educating people about recovery
- Answer Information Line calls / messages / emails within the service hours of 10.00am and 12.00 noon
- Respond to Information Line calls / messages / emails signposting to appropriate information and services, whether they be Dorset Mind's or those of other organisations, according to the nature of the enquiry, in particular those people requiring emotional or mental health crisis/helpline support
- Record details of each contact and response in the electronic information line log
- Research and provide information and services on other organisations that can help people with mental health issues
- Attend Information Line service review meetings, Volunteer Meetings and Service Staff Meetings whenever possible
- Attend Clinical Supervision at least 4 time a year
- Report any Safeguarding Concerns to Line Manager by completing an Adult Safeguarding Concern Reporting Form
- To signpost people to other appropriate services who are seeking direct emotional or mental health helpline support

Training and Supervision Offered

- Adult Safeguarding Training (1 day and then subsequent refresher ½ day every two years)
- Mental health awareness training – 1 day
- Dorset Mind induction – 1 day
- Three monthly supervision is provided by the Service Delivery Manager
- Additional support is provided by the Volunteer Manager

PERSON SPECIFICATION

KNOWLEDGE	
Familiar with and committed to Dorset Mind's mission	Essential
Working knowledge of Word, Excel, Outlook and search engines	Essential
Awareness and willingness to work within own area of competence and be familiar with and willing to follow our policies, procedures and guidelines	Essential
SKILLS	
Excellent listening, communication, empathetic and interpersonal skills	Essential
Confident in using the phone and a computer, including Microsoft Word, Excel, Outlook, internet, email and search engines	Essential
Able to write or speak sensitively to individuals and maintain confidentiality	Essential
Able to work flexibly, working as part of a team and independently	Essential
Good organisational and time management skills	Desirable
EXPERIENCE	
Previous experience of supporting an Information line or helpline, particularly related to mental health	Desirable
Previous Experience of working within or personal experience of mental health challenges	Essential
VALUES	
Trustworthy	Essential
Reliable	Essential
Committed to working openly with diversity and challenging mental health stigma	Essential
OTHER	
Willing and able to follow guidance and feedback and implement changes to practice upon receiving feedback	Essential
A willingness to support Dorset Mind events, including some evenings and weekends	Desirable