Mentoring Minds Volunteer- Face to face

And Telephone based Role Description

**Title:**  Mentoring Minds Face to Face and telephone

**Role type:** Volunteer

**Responsible to:** Mentoring Minds Coordinator

**Time commitment:** Approximately 30mins per week/ 1-2 hour(s) per fortnight

**Location:**  Remote and Dorset

**DBS check:** Enhanced DBS required for this role- Dorset Mind can supply

**Main Purpose:**

To become part of a successful team of volunteers who support individuals who are experiencing mental health problems with a view to:

* Help to improve self-confidence and self-esteem.
* Identify goals, based on the 5 ways to wellbeing. Working on tools and skills to help manage and maintain positive mental health.
* Reduce social isolation by supporting clients to engage and interact in groups and activities within the community. Increasing social interactions
* To promote and support mental ill health recovery.
* Help reduce stigma around mental health.
* The aim of our Mentoring Minds service is to provide weekly telephone support initially, leading to face-to-face support moving forward.
* To build a professional relationship that offers one-to-one support in the community for a minimum of 6 months to maximum of 12 months.

**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
* To engage with the participant in line with the agreed commitment. This begins with 30 minutes per week, then moves to 1-hour weekly face to face, then finally 2 hours per fortnight face to face to extend the activities you can do together.
* To agree with the participant a range of beneficial activities to reduce social isolation
* To encourage participation, including making choices, by the client to increase their levels of empowerment within the 5 ways to wellbeing framework
* To tap into and encourage the participants motivation levels within the 5 ways to wellbeing framework
* To provide feedback to the Mentoring Minds Coordinator after each session
* To work with the Mentoring Minds Coordinator to ensure that the best and most suitable service is being offered to individuals
* To adhere and follow to Dorset Mind policies and procedures and Volunteer Code of Conduct
* To participate in team meetings and attend supervision sessions (when required)

**What we offer:**

* Online training including:
  + Mental health awareness training
  + Safeguarding training
  + Equality and Diversity training
  + Suicide Prevention training
  + GDPR training
* Dorset Mind induction
* Regular supervision provided
* Ongoing support and self-development

We actively welcome a rich diversity of applicants to this role. This will help us provide better services to all of the communities we are here to serve. We especially welcome people with lived experience of mental health conditions. This means individuals who have personally faced mental health challenges or have supported someone else dealing with such issues. To ensure that we effectively serve the needs of our local community, volunteers must reside within Dorset or the surrounding areas to be eligible.

**Person Specification**

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| **KNOWLEDGE** | |
| Familiar with and committed to Dorset Mind’s mission | Essential |
| Familiar with the behaviour associated with the most common mental health conditions | Desirable |
| **SKILLS** | |
| A friendly supportive and empathic approach | Essential |
| Excellent active listening skills including sensitivity to non-verbal cues | Essential |
| A non-judgmental approach and the ability to work with clients who come from diverse backgrounds and are vulnerable | Essential |
| Understanding of and commitment to working with confidentiality and clear boundaries | Essential |
| Knowledge of key issues such as Safeguarding and health and safety | Essential |
| Able to work flexibly, working as part of a team and independently | Essential |
| Confidence to appropriately challenge and motivate clients | Desirable |
| **EXPERIENCE** | |
| Previously worked with people with mental health issues | Desirable |
| Previously worked in mentoring / befriending roles | Desirable |
| Current or recent experience of mental health problems | Desirable |
| **Values** | |
| Committed to working openly with diversity | Essential |
| Trustworthy | Essential |
| Reliable | Essential |
| **Other** | |
| A willingness to support Dorset Mind events, including some evenings and weekends | Desirable |