



Listening Ear Volunteer Role

Volunteering is a great way to learn new skills and to grow in confidence, as well as it being a way to help others. We believe that everyone has value and something to offer. We couldn't do what we do without our wonderful volunteers. There is a strong link between volunteering and improving mental health; previous volunteers have told us volunteering makes them feel valued, helps them learn new skills and provides routine. The experience gained can help with future applications for education and employment or other volunteer roles.

Our Values

- **Openness** - Being receptive to, and appreciative of, the skills, talents and perspectives of everyone
- **Belonging** - Developing kind relationships that lead to feeling accepted, understood and able to contribute
- **Strength** - Recognising and developing potential in others and ourselves, enabling resilience
- **Collaboration** - Generous sharing of our resources, skills and talents enabled by clear and meaningful communication

Role Description

As a Manchester Mind Listening Ear Volunteer, you will provide emotional support to those that have expressed an interest in having weekly phone contact in order to support their mental health. Each call provides a safe and confidential space, where the person can be listened to without judgement or any pressure. We won't tell the people we support what to do, we can empower them to explore their available options.

Specific responsibilities and duties:

- Building rapport with each person you support in order that they feel safe and are able to open up about their thoughts, feelings and possible options.

- For each person you are supporting; providing one emotional support call each week for up to 1 hour in length. This is normally for up to six calls in total per person.
- Recording completion of calls on the internal database.
- De-briefing with a supervisor after your shift including any areas of concern.
- Signposting to Manchester Mind's services or external services when appropriate.
- Keeping client confidentiality unless a Safeguarding issue presents.
- Work with other volunteers and staff to improve the service that we provide, identify any risks and communicate progress.
- Attend training.
- Work within all Manchester Mind's policies and procedures.
- Ensure data is managed in compliance with General Data Protection Regulations.
- Value diversity and promote equality of opportunity ensuring that individuals are treated fairly and respectfully.

Training & Support

We aim to help you build skills and improve your wellbeing whilst volunteering. We hope you will learn new things and experience improvements managing your own mental wellbeing. You will receive a full induction before you begin volunteering including active listening training. You will also be asked to complete our Welcome Training package which includes sessions on Induction and Values, Mental Health Awareness, Equality and Diversity and Safeguarding. You will be supported by the Welcome Team Co-ordinator and Officer. You will have regular supervision meetings to ensure you are supported and development needs are addressed. You will have access to wellbeing services such as mindfulness sessions and volunteer social events.

Criteria

The criteria and qualities for this role are:

- Aged 18+
- Reliable – whilst we can be flexible to accommodate your availability we ask that you commit to this weekly commitment
- Excellent interpersonal and communication skills – able to build rapport and be supportive
- Be able to listen attentively, without judgement
- Be patient and flexible
- Ensure confidentiality
- Demonstrate empathy and be open minded
- Reasonable IT skills, inputting into a database and email for signposting.
- An ability to demonstrate our core values (see above)
- An ability to take your own initiative

- An ability to follow safeguarding procedures (you will attend training on this)

Time commitments

We ask volunteers to commit to a minimum of 3 hours each week in one shift. This would incorporate two calls, each lasting up to 1 hour plus time for debriefing and administration. If you can commit to more time then that is always welcome. In addition, there will be training to attend, as mentioned above. We ask that you commit to this role for at least 6 months. You would need to be available during the hours of 9am – 5pm, Monday to Friday, days and specific times are flexible.

Location

In person at the Zion Centre (opposite Hulme Park).

How to apply

Please apply by completing the application form and send it to listeninggear@manchestermind.org.

Questions and Queries

If you have any questions or would like to discuss the role before applying please ring 0161 769 5732 and ask to speak with Gemma or Sian, alternatively email listeninggear@manchestermind.org

Please note: This role is subject to satisfactory disclosure from the Disclosure & Barring Service (DBS check) which we will fund on application.

We look forward to hearing from you.