

The Connection Point Support

Volunteer Role Description

What is The Connection Point?

The Connection Point is a service that aims to make accessing information and support for mental health easier for people in Teesside through listening, informing and signposting to relevant services.

What is a Connection Point Volunteer?

As a member of The Connection Point team, you'll be one of the first people someone speaks to when they reach out to Teesside Mind. Your role will help people access the information and support they need.

This role will suit people who...

- Are calm and empathetic
- Can communicate clearly and sensitively verbally and in writing with a wide range of people
- Are patient and personable
- Are non-judgmental with a positive approach to supporting others
- Are confident in the use of IT

It is also essential that you can demonstrate our values of being Caring, Determined, Professional, Trustworthy and Welcoming and behave in a non-discriminatory manner always.

What's involved?

As part of The Connection Point team, you will:

- Respond to telephone, email, live chat and face-to-face enquiries relating to mental health and wellbeing in a timely manner
- Offering light-touch support to those experiencing emotional distress
- Listen actively and reflect back to ensure people feel understood
- Signpost individuals to appropriate support services and explain how to access them
- Record enquiries on our database system, summarising the content and outcome of each enquiry
- Disclose any safety or safeguarding concerns that arise
- Familiarise yourself with support and services available to people in Teesside ensuring the information you provide is accurate and up-to-date
- Contribute to populating and maintaining our mental health services directory
- Contribute to basic evaluation activities

What experience, knowledge or skills would be helpful for this role?

Useful experience and skills:

- Experience of accessing computers, searching for resources, replying to emails, and logging enquiries on a database. Full training will be provided on Teesside Mind's computer systems
- Ability to empathise with individuals experiencing difficulties with their mental health
- Good time-management and reliability
- An understanding of, and ability to maintain, confidentiality and professional boundaries
- Knowledge of mental health problems. We welcome volunteers from all backgrounds and encourage applications from people with lived experience of mental health challenges

What could you gain from this opportunity?

We value our volunteers and want your time with us to be positive and rewarding. You'll receive a full induction and the support and training you need to feel confident in your role. Volunteering with us could enable you to connect with others, share your experience, and be recognised for the difference you make.

You'll also have the opportunity to build your confidence and develop skills and experience in:

- Supporting people with mental health issues
- Providing emotional support
- Understanding professional boundaries
- Following safeguarding procedures
- Making effective use of reflection and supervision
- Undertaking accurate record-keeping

Your contribution plays an important role in supporting the people of Teesside to improve their mental health and wellbeing.

Policies and procedures

As a volunteer you will be expected to follow Teesside Mind's relevant policies and procedures and to maintain confidentiality.

Out of pocket expenses

Any agreed out of pocket expenses that are incurred when carrying out your volunteer role will be reimbursed.

Pre-volunteer checks

This role is offered subject to satisfactory references, Enhanced Disclosure and Barring Service (DBS) check (and subsequent re-checks) and adherence to Teesside Mind's safeguarding policies. Please get in touch if you need support identifying suitable referees.

Extra Information



Your availability

Ideally, you'll be able to commit **2.5 hours per week** for a period of at least 6 months to allow you to get the most from volunteering with us.

There are various shifts available Mon – Fri.



Location

The Mind Centre, 90-92 Lothian Road, Middlesbrough, TS4 2QX



Who to contact

For more information regarding this volunteer role please contact us at connectionpoint@teessidemind.org.uk or 01642 257020.