

Organisation Name	Nottinghamshire Mind	
Organisation Address	14 St John Street Mansfield Nottinghamshire NG18 1QJ	6 Hardy Street Worksop Nottinghamshire S80 1EH
Telephone	0800 470 0203	
Email	emilyrc@nottinghamshiremind.org.uk	
Role Title	Supportive Listening Volunteer	
Area Covered	Nottinghamshire	
Responsible To	Recovery Coach (Supportive Listening)	
Summary of Role	<p>To create a supportive environment in which clients can speak freely about their concerns, however personal, and are encouraged to find their own solutions to the problems they face. This could be:</p> <ul style="list-style-type: none"> <li>• 1:1 in person</li> <li>• 1:1 on the phone</li> <li>• by email</li> <li>• in a therapeutic group setting</li> </ul> <p>Volunteers will be required to:</p> <ul style="list-style-type: none"> <li>• keep appropriate session notes</li> <li>• ensure that session notes are filed securely</li> <li>• keep confidentiality</li> <li>• apply proper safeguarding where necessary</li> <li>• take responsibility for the physical environment in which sessions take place – making sure it is welcoming, tidy, warm and left ready for the next session, also that it is secured and keys returned etc as necessary</li> </ul>	
Skills and Qualifications	<ul style="list-style-type: none"> <li>• Good listening and communication skills</li> <li>• Patience and tact</li> <li>• A caring, sympathetic, sensitive manner and non-judgemental approach</li> <li>• Reliable/ dependable/ flexible</li> <li>• Commitment to understanding the needs of people living with mental health issues</li> <li>• Willingness to work without direct supervision (although structured supervision and support will always be available)</li> <li>• A commitment to Mind's policies with particular regard to Equal Opportunities and Confidentiality</li> </ul>	
Benefits to the volunteer	<ul style="list-style-type: none"> <li>• Full support and training</li> <li>• Work experience</li> <li>• Personal development opportunities</li> <li>• An opportunity to be part of a team</li> </ul>	
Application procedure	<ul style="list-style-type: none"> <li>• Application form</li> <li>• Informal interview</li> <li>• References</li> <li>• DBS Check</li> </ul>	

