

## TALKING TOGETHER VOLUNTEER

### Role Description

*Trust Links is an organisation committed to the safeguarding and promoting the welfare of children and vulnerable adults and expects all staff, trustees and volunteers to share this commitment.*

*Trust Links aims to create a culture that respects and values each others' differences, that promotes dignity, equality and diversity, and that encourages individuals to develop and maximise their true potential.*

**Hours required:** From 2 hour per week - Flexible

**Location:** Working from home (the service will cover the Southend, Canvey Island & Rochford areas)

**Reports to:** Talking Together Co-ordinator

### PURPOSE OF THE ROLE:

**Trust Links** is a local charity that aims to support people and build communities. It was established by local people to address mental health needs in the Southend area in 2000, and was registered as a charity and limited company in 2002. We enable people to work together to improve mental health and wellbeing and promote, support, inspire and cultivate wellness and sustainable living.

Talking Together is a listening and befriending scheme, which gives the opportunity for isolated adults with mental health problems to speak regularly to volunteers, and to share their concerns, fears or issues and receive consistent support.

It is entirely telephone and video-call based at present. All volunteers will be trained to provide befriending and listening support to adults in the local south east Essex community, over the phone or via video messaging, to support the local COVID-19 response. Volunteers will also be offered the chance to undertake accredited Mental Health First Aid training and other mental health training.

### The Volunteer will be required to:

- Provide befriending and listening support to adults (via telephone or video messaging) in the local south east Essex community, that have mental health challenges, particularly with anxiety and as a result of social isolation
- Have good listening skills, and be able to reflect back and show empathy.
- Be available to undergo a video link interview (e.g. Zoom).
- Undergo a DBS check

- Have a quiet space that they can work from
- Work with between 2 and 5 befriendedees per week, contacting them once per week.
- Counselling or mentoring skills would be welcomed, but not essential.

#### **MAIN DUTIES AND RESPONSIBILITIES OF THE ROLE:**

- Make weekly contact with befriendedees that have been assigned by the Befriending Co-ordinator
- Raise any issues affecting befriendedees with appropriate staff member
- Feedback to staff relevant information relating to befriendedees' progress
- Participate in regular supervision with the Talking Together Co-ordinator
- Take part in appropriate training and development activities
- Participate in volunteer meetings
- Notify staff if you are unable to provide your regular session
- Ensure Health and Safety regulations are adhered to in line with Trust Links Health and Safety policy
- Ensure Safeguarding requirements are met in line with Trust Links Safeguarding Policy and escalate concerns about the wellbeing of service users to appropriate staff members
- Maintain confidentiality

#### **Volunteers will need**

- Excellent communication and people skills
- Empathy and listening skills
- Commitment to self-development
- Willingness and commitment to undertake further training and development
- Commitment to the role
- Tact
- Responsiveness
- Realism
- Honesty
- Enthusiasm
- Team Work