

## SANE Services Volunteer: Person specification and role outlines

**Main purpose:** To provide emotional support, information and guidance to people who contact SANE or to facilitate this at an administrative level

**Supported by:** Services Team

**Compensation:** Voluntary – we can reimburse travel expenses

### 1. SANE's values and principles:

<b>V</b> <b>a</b> <b>l</b> <b>u</b> <b>e</b> <b>s</b>	<ul style="list-style-type: none"> <li>• Acceptance</li> <li>• Safety</li> <li>• Compassion</li> <li>• Empathy</li> <li>• Hope</li> <li>• Understanding</li> </ul>	<b>P</b> <b>r</b> <b>i</b> <b>n</b> <b>c</b> <b>i</b> <b>p</b> <b>l</b> <b>e</b> <b>s</b>	<ul style="list-style-type: none"> <li>• A 'caller first' approach</li> <li>• Excellence as standard</li> <li>• Safeguarding as our priority</li> <li>• Committed to confidentiality</li> <li>• Honesty, trust and respect</li> <li>• Responsibility</li> </ul>
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### 2. Role outlines:

#### SANEline

- Provide one-to-one support by telephone
- Respond to the needs of people who contact SANE's services in line with our values, principles, policies and procedures
- Provide emotional support and explore options, giving information where relevant
- Write a short report capturing the essence of the conversation

#### Textcare

- Write packages of up to five one-way text messages offering comfort and care, using the same core approach as for SANEline
- Respond to the needs of people who contact SANE's services in line with our values, principles, policies and procedures
- Requests are received online and sent weekly on a specific day and time

#### Office

- Work as part of the Services Team supporting volunteer recruitment and training or specific Services projects
- Prepare materials and set up recruitment and training events
- Enter data (such as application and Equal Opportunities information)
- Prepare files for new volunteers
- Projects such as checking and updating online information
- Answer phones
- Other tasks as requested by members of the team
- Operate in line with our values, principles, policies and procedures

### **3. Qualities you have already:**

- You can show empathy, warmth, understanding and compassion
- You can listen without judgement, accepting someone else's perspective and experience, and showing respect
- You are self-aware, resilient and able to manage your own wellbeing
- You can listen to and act on feedback
- You are reliable and punctual
- You understand your personal boundaries and how to apply them
- You can communicate clearly in fluent spoken and written English
- You have basic IT skills
- You are willing to work within SANE's policies, procedures and approach
- You will commit to work one four-hour shift a week, with one shift a month at a weekend (excluding Office volunteers), and to stay with SANE for at least one year after probation

### **4. After training you will be able to:**

- Stay with difficult feelings
- Assimilate information and decide how to manage the contact based on your understanding of what the person needs, without assuming or being directive
- Keep appropriate boundaries
- Give relevant information and explore realistic options
- Notice your emotions and thoughts and understand how they may affect your reactions
- Identify your own needs and accept the support of SANE staff as and when you need it
- Sign up for shifts in advance and let us know in good time if you cannot attend or about anything else that may affect you on shift

### **5. You have a working knowledge (also after training) of and can apply in your work:**

- SANE's values, principles, aims and current work
- The mental health system and the roles of different organisations and professionals
- Mental illnesses, including medical and non-medical treatment options
- Mental health legislation as it applies in day-to-day practice
- SANE's databases and recording systems
- SANE's policies and procedures, including confidentiality