

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:

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