

SANE Services Volunteer: Person specification and role outline

Main purpose: To provide emotional support, information and guidance to people who contact SANE

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. Available roles:

Volunteers support our frontline and ongoing help services, as well as in the office:

- **SANEline:** Provide one-to-one support by telephone and act as the gateway to ongoing care
- **Textcare:** Write packages of up to five one-way text messages offering comfort and care, requested online and sent weekly on a specific day and time
- **Write responses** to emails, letters and messages received via our website
- **Forum:** Moderate the peer support forum hosted on our website. Check content is appropriate, ensure safeguarding and offer support offline to anyone who needs it, referring to ongoing support where appropriate
- **Office-based roles:** support volunteer recruitment and training or work on specific projects, with the advantage of an agreed day each week

Over time we hope to offer roles supporting new areas of support as these become available.

3. Core elements of roles:

- Respond to the needs of people who contact SANE in line with our values and principles
- Provide support and explore options
- Give information where relevant
- Write a short report capturing the essence of the conversation

4. 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 personally robust and resilient
- 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, and to stay with SANE for at least one year after probation

5. 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

6. 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