



Mind in Harrow – helpline volunteers

We are looking for volunteers to join our Mental Health Information Helpline team who are good at listening, empathic, problem solving abilities who have experience and knowledge of supporting people with mental health issues.

About the role

The role requires a minimum of a moderate level of IT skills in order to engage with clients and staff via Zoom, WhatsApp, phone, email and text message. You will be expected to record your work using databases, Microsoft Word, as well as researching on the internet.

Our helpline is part of SWiSH, the Support & Wellbeing Information Service Harrow. As a SWiSH Helpline Volunteer, you will be allocated a shift of 4 hours a week (during weekdays 9-5) and will be answering the information helpline providing wellbeing guidance and information to callers in Harrow as well as providing specialist Mental Health Information. Other tasks involve admin tasks, updating factsheets and our information leaflets. You will need to be able to commit for 4 hours a week for a period of a year. The Helpline Shifts are Morning Shift (9-1) and Afternoon Shift (1-5), which would be agreed jointly for the same day each week.

There is also the potential, after a period volunteering on the SWiSH Information Helpline of developing the role to become a peer advocate and support service users with more complex issues through casework support. Regular supervision is provided for both roles.

During Covid we have been operating our helpline remotely, meaning that volunteers who would have previously worked alongside us in the office are now taking calls from home and all of our staff members were working from home. We have now started a phased return to the office, so the role can be either home-based or office-based.

How to apply

The application process will involve an interview over Zoom or in person to assess if you are suitable for the role, and attendance at our 4 half day, combined Helpline and Casework Support training which will be held via Zoom.

Please note that the Helpline positions are usually very oversubscribed so it would be helpful if you can return application forms as soon as possible.

In order to be considered you will be required to attend the agreed interview date as well as all of the training dates. Please note, we cannot consider an application unless it has been submitted via our Volunteer application form as emailed to you.



The **training dates** will be over 4 days during October or November, probably 10am-2pm. We will advise you of the dates once agreed.

The offer of a voluntary position is also reliant on receiving two satisfactory references and DBS check clearance.

If you think this volunteering role is suitable for you, please do complete the application form and return it to:

Ann Holmes

a.holmes@mindinharrow.org.uk

020 8426 0929

We would be grateful if you would also complete and return the equalities monitoring form which will be separated from your application and not form any part of the recruitment process, but will be used for our internal monitoring processes to inform improvement in equality and access across Mind in Harrow's operations.