**Volunteer Role Description**

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| Role Title | Service Volunteer |
| Location of position | 1st Floor, 60 Charles Street, Leicester, LE1 1FB |
| Responsible to | Volunteer Coordinator |
| Purpose / summary of role | The purpose is to support individuals in the community who are experiencing mental ill-health.  Volunteers will be working alongside staff to provide support to those experiencing mental ill-health through various tasks such as our Information, Advice and Navigation service (via our phone line, open surgeries and at events). Another opportunity we have is becoming a Peer Support Mentor (applicable for individuals with lived mental health experience). This involves helping to facilitate peer support groups within the community. |
| Description of tasks | Information, advice and navigation:   * Explain our service, exploring options & support available * Signpost to other appropriate services & groups in the local community * System navigation & problem-solving such as travel/route planning * Gathering information regarding referrals to our service   Peer Support Groups:   * Attend existing community groups alongside staff and deliver mental health talks and workshops * Facilitate/co-facilitate peer led support groups * Assist in the development and practicalities of the groups |
| Time commitment | Available for a minimum of 4 hours per week  We are open Monday-Friday 9am-5pm and we have events on occasional weekends.  A minimum of 6 months commitment to volunteering (after training). |
| Skills and Qualities | * Good communication skills: Good listener * Non-judgmental approach and accepting of diverse values and beliefs * Reliability and punctuality * Ability to build rapport and convey empathy |
| Training and support | * Mandatory Volunteer Training * Mandatory Peer Support Group Training (If applicable) * Opportunity for OCN Level 2 accredited training |
| Reimbursement of expenses | Agreed out of pockets expenses will be reimbursed:   * Public transport * Mileage costs @ 0.45p per mile. |
| Benefits to volunteer | It is a unique opportunity to help others, while also developing and enhancing skills that many find useful in everyday personal and business life.   * You are provided with all the information and guidance required for you to carry out the role * You will receive on-going support and regular supervision * You are encouraged to develop in your role (if you wish) * We seek your views on the service and on your volunteering role * Letter of reference upon fulfilment of six months commitment |
| Application procedure | * Application form * Assessment meeting * DBS and references (x2) * Induction & training |
| Contact information | [VolunteeringinLLR@RichmondFellowship.org.uk](mailto:VolunteeringinLLR@RichmondFellowship.org.uk)  0800 0234 575 |