

## Volunteer Person Specification

**Role Title:** Event Volunteer

**Department:** Marketing

**Date:** April 2018

**Role Summary:** This is an exciting and varied volunteer role which will include talking 1-2-1 and to groups to support and signpost people seeking advice and information to help them understand and meet their emotional and physical needs and improve their own overall wellbeing.

### **Main Duties and Responsibilities:**

1. Meet people, build rapport and sign post them to find the support they need to improve and maintain their emotional, mental and physical wellbeing.
2. Attend events, both within Suffolk Mind and externally, to promote the wide range of services and activities within Suffolk Mind and Quay Place, and help signpost people to find the support they need.
3. Keep updated on services available.
4. Attend training to help you offer the right support and guidance to general public.

**Days/hours for role:** 3-6 hours a month

**Length of Role:** Minimum 6 month commitment

**Location:** Various locations throughout Suffolk

**DBS Check Applicable:** NO

Attributes	Essential Criteria	Desirable Criteria.
<b><i>Skills &amp; Abilities</i></b>	<ul style="list-style-type: none"> <li>• Enjoy talking with people and passing on information</li> <li>• Managing good boundaries</li> <li>• Good verbal and written communication skills</li> <li>• Comfortable in 1-2-1 and groups</li> <li>• Organisational and time keeping skills</li> <li>• Available to attend required training</li> <li>• Attending and using supervision/ support for your volunteering role regularly</li> </ul>	<ul style="list-style-type: none"> <li>• Comfortable to use the internet and email</li> </ul>
<b><i>Knowledge &amp; Experience</i></b>	<ul style="list-style-type: none"> <li>• Basic awareness of mental health and stigma</li> <li>• Previous experience in a customer facing role</li> <li>• Understanding and interest in health and wellbeing</li> </ul>	<ul style="list-style-type: none"> <li>• Lived experience</li> <li>• Assessing information from someone and using that to sign post them to appropriate activities and services</li> </ul>
<b><i>Attitudes &amp; Values</i></b>	<ul style="list-style-type: none"> <li>• Non-judgmental</li> <li>• Compassionate</li> <li>• Friendly can-do attitude</li> <li>• Reliable with commitment to role</li> <li>• Happy to help as part of a team</li> </ul>	