

Volunteer Person Specification

Role Title: Telephone Support Operator

Department: Suffolk Night Owls

Date: January 2018

Role Summary: To listen, emotionally support and assist service users who call the helpline for support. Ensure safe and quality service provision. Adhere to all the policies and procedure of Suffolk Mind.

Main Duties and Responsibilities:

1. Responsibility to deliver emotional support/ advice to callers via telephone, email and text service.
2. Responsibility to accurately record details of calls on relevant electronic systems.
3. To be part of a team and act on own initiative when and where appropriate and when required.
4. To assist with the team and with the Helpline Co-ordinator to continually improve own and team performance.
5. To receive regular supervision and appraisal and undertake any relevant training as appropriate.
6. To use the de-brief system when required.
7. To act within Suffolk Minds mission and values and all policies and procedures, including Safeguarding, Equality and Diversity, Participation, Quality and Health and Safety. Comply with relevant external standards and Quality Marks.
8. Duties may vary from time to time and the role holder may be required to carry out other duties in consultation with the Service Manager, as they are consistent with the role.

Days/hours for role: Thursday-Sunday evening from 7:30pm for a minimum period of 3 hours. Commitment of at least 6 months is required.

Location: Felixstowe

DBS Check Applicable: Yes

Notes: travel expenses reimbursed

<i>Attributes</i>	<i>Essential Criteria</i>	<i>Desirable Criteria</i>
<i>Skills & Abilities</i>	<ol style="list-style-type: none"> 1. The ability to communicate clearly with a range of people both over the telephone and in person, sometimes over sensitive and/or complex issues 2. The ability to organise your own workload and use your own initiative. 3. Ability to act as part of a team. 4. Good planning & time management skills – responding to and prioritising a range of competing demands. 	

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	<ol style="list-style-type: none"> 5. Excellent communication skills. 6. The ability to manage your own administration and to be able to use a computer, particularly word processing packages, and to maintain effective administrative systems. 7. Knowledge of adult safeguarding issues. 8. Ability to make good use of supervision 	
Knowledge & Experience	<ol style="list-style-type: none"> 1. Experience in working with people suffering mental distress. 2. Experience of providing support in a 121 setting. 3. Knowledge of the range of local and national statutory and voluntary agencies with which individuals may come into contact. 	<ol style="list-style-type: none"> 1. Knowledge and experience of the voluntary or charity 'care' sector 2. Experience of taking calls on a helpline.
Attitudes & Values	<ul style="list-style-type: none"> • Good listening and people skills. • A commitment to service user involvement and empowerment. • A commitment to person centred care planning. • Clear understanding of and commitment to equal opportunities. • Good personal motivation and 'can-do' attitude. • Commitment to working as part of a team. • Able to give feedback and support. • Willingness to travel occasionally and work outside normal office hours. • Commitment to personal and professional development. • A good sense of humour 	

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