

## Volunteer Role Specification

**Role Title:** Night Owls Telephone Support  
**Department:** Suffolk Night Owls  
**Date:** July 2022  
**Role Summary:** To listen, emotionally support and assist service users who call the helpline for support

### Main Duties and Responsibilities:

- Responsibility to deliver emotional support/ advice to callers via telephone, email and text service.
- Responsibility to accurately record details of calls on relevant electronic systems.
- To be part of a team and act on own initiative when and where appropriate and when required.
- To assist with the team and with the Helpline Co-ordinator to continually improve own and team performance.
- To receive regular supervision and appraisal and undertake any relevant training as appropriate.
- To use the de-brief system when required.
- 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.
- 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:** From 6:30pm for a minimum period of 3 hours  
**Location:** Bury St Edmunds and Felixstowe offices  
**DBS Check Applicable:** Yes - Enhanced

<b>Attributes</b>	<b>Essential Criteria</b>	<b>Desirable Criteria</b>
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• The ability to communicate clearly with a range of people both over the telephone and in person, sometimes over sensitive and/or complex issues</li> <li>• The ability to organise your own workload and use your own initiative.</li> <li>• Ability to act as part of a team.</li> <li>• Good planning &amp; time management skills – responding to and prioritising a range of competing demands.</li> <li>• Ability to use Microsoft Word and Email</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of adult safeguarding issues.</li> </ul>
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• Experience of providing support to individuals</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge and experience of the voluntary or charity sector</li> <li>• Experience of providing one-to-one support</li> </ul>
<b>Attitudes and Values</b>	<ul style="list-style-type: none"> <li>• Good listening and people skills.</li> <li>• A commitment to service user involvement and empowerment.</li> <li>• Good personal motivation and ‘can-do’ attitude.</li> <li>• Commitment to working as part of a team.</li> <li>• Able to give feedback and support.</li> <li>• Commitment to personal and professional development.</li> </ul>	

**Enquiries to:** [info@suffolkmind.org.uk](mailto:info@suffolkmind.org.uk) or 0300 111 6000