

# Volunteer Role Profile



Volunteer Role	<b>Crisis Service Volunteer Bristol</b>
Volunteer Manager	<b>Jackson Cox</b>
Where you will be based	<b>Hospital</b>

## Why we want you

Could you inspire hope for people who are struggling with their mental health?

Second Step is a leading mental health charity in the Southwest offering housing, support and hope to people with mental health and other needs. Our vision is that we believe in a world where everyone affected by mental health support needs can create a positive future. We promote mental health and wellbeing by supporting people and communities to build brighter futures.

We are recruiting a Crisis Service Volunteer to join our team at The Sanctuary at Gloucester House at Southmead Hospital, Bristol.

### About the role

As a Crisis Service Volunteer, you will be working alongside a small team of Senior and Recovery Navigators within the Sanctuary. The Sanctuary provides a safe space for people in acute emotional distress and is based in Southmead Hospital Bristol. It is the first of its kind in Bristol and was co-designed with input from people with experience of using local mental health services and clinicians. The service supports up to 10 clients per evening, inclusive of 1-1 telephone support, face to face support and on Zoom. The centre is open seven days a week, between 6pm and midnight. It is open to people over 16 years old who live in Bristol.

As part of the wider team, you will start to build a trusting relationship with individuals while they are accessing the Sanctuary and your role will be to meet/greet and offer refreshments, assist with any enrolment/ paperwork, and offer support with signposting, feedback, and low-level 1-1 support including telephone calls and shadowing support sessions (provided consent has been obtained). Working alongside the Senior and Recovery Navigators, meaning you will have access to constant support and guidance.

## What you will be doing

- Welcoming service users attending appointments at the Sanctuary: to assist service users to feel at ease and help them settle in and to provide general information about the service and what to expect.
- Support service users with feedback forms, wellbeing questionnaires and ensure forms are fully completed.
- Offer to / make refreshments for

- service users when they arrive. • Provide a safe sounding board, someone who will listen and not judge. • Help to improve wellbeing, self-confidence, and independence by exploring activities that promote these areas. • Ensure that professional boundaries are maintained to protect both yourself and the service user. • Offer information and signpost, where necessary, to enable service users to make their own informed choices in their recovery journey. • To potentially shadow low level 1-1 support sessions to clients who are at baseline, or very slightly above (providing consent has been obtained). • To offer individual low level telephone support to clients. This may consist of follow up welfare support, providing signposting information and completion of feedback forms. • Provide administrative and / or practical support to the staff team. • Debrief with the Senior Recovery Navigator after your shift to discuss any concerns or queries.
- Offer to / make refreshments for service users when they arrive
  - Provide a safe sounding board, someone who will listen and not judge.
  - Help to improve wellbeing, self-confidence, and independence by exploring activities that promote these areas.

### **The skills you need**

- A passion for supporting others.
- An awareness of self-management resources and coping strategies.
- An ability to empathise with others and form trusting relationships.
- A non-judgemental approach and an ability to maintain appropriate boundaries.

### **What's in it for you**

- Induction training and development opportunities
- Supervision with professional supervisor

### **Disclaimer**

When you give us personal information, we do all we can to ensure that it is treated securely. Once we have received your information, we will take reasonable steps and all other precautions required by law to protect that information from misuse and loss and from unauthorised access, modification or disclosure. We will not share your details with any third party for marketing purposes. If required to do so by any applicable law, we may need to disclose some or all of your personal information to the level to which we are legally required to comply.