**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
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| Time commitment | Available for a minimum of 4 hours per weekWe 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
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| Training and support | * Mandatory Volunteer Training
* Mandatory Peer Support Group Training (If applicable)
* Opportunity for OCN Level 2 accredited training
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| Reimbursement of expenses | Agreed out of pockets expenses will be reimbursed:* Public transport
* Mileage costs @ 0.45p per mile.
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| 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
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| Application procedure | * Application form
* Assessment meeting
* DBS and references (x2)
* Induction & training
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| Contact information | VolunteeringinLLR@RichmondFellowship.org.uk0800 0234 575 |