**Info and Resources Volunteer**

The Mental Health Advice Service receives a wide range of enquiries and we like to respond to these as fully as we can. As a result, research into, and the updating of information about services, organisations, groups and activities, accounts for a significant part of the work we do. We also create and develop resources in response to frequent requests, that go out to the public, and sometimes onto our website.

**ROLE OUTLINE**

Info and Resource volunteers will need to:

**Help with research and resource development:**

* help to research services, resources and information that may be of interest to our clients
* help to research services, resources and information that reflect the diversity of people who use the service and help us identify service gaps
* to do research online and have email or phone contact with these services where necessary
* Update existing researched information and resource lists
* Help to develop new resources for the use of team members and clients
* Present information in an accessible and clear format

**Work as part of a team:**

* take part in training and induction into the role of Info and Resource volunteer
* seek and welcome guidance and suggestions when necessary
* keep within set boundaries laid out in training and Mind policies
* pass on any relevant information to staff including safeguarding concerns
* attend team meetings and debriefs
* attend 1:1 supervision sessions when required and as agreed
* take part in evaluations and reviews to help improve the service

Time commitment guide: 10 hours a month minimum, with flexible working times. The volunteer will need to be able to work at the office on a regular basis within the opening times of the Mental Health Advice Service (Mon-Fri 9am to 5pm), although there can be a small amount of flexibility with working times at the office and from home.

**Info and Resource volunteer: person specification**

The person specification lists the knowledge and skills you need to volunteer for this role. These do not necessarily need to be gained through paid employment. They can also be gained through life experience and voluntary work.

We are looking for volunteers who are able to offer the attributes listed below.

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|  | a non-judgemental approach and ability to empathise with others |
|  | an ability to listen and communicate well, in a clear and assertive manner, with a wide range of people on the phone and in writing |
|  | an understanding of the issues that someone experiencing emotional distress and the people who care for them may face. |
|  | an ability to confidently use Microsoft Office (particularly Word, Excel, Outlook) programmes and the internet.  |
|  | an ability to research information and check for accuracy and reliability  |
|  | reliability and good organisational and time management skills |
|  | an ability to be responsible and work within boundaries |
|  | an ability to take responsibility for own wellbeing and seek support when needed |
|  | an ability to put training into practice |
|  | an understanding of the value in taking part in ongoing training and supervision session. |