**Role Profile**

**Volunteer Mentor**

**Second Step**

**September 2021**

1. Role description

Volunteer Mentors are required to provide one to one support to service users to engage in meaningful activities and work towards confidence building goals, with the aim of increasing independence and enhancing wellbeing. Volunteers will support an individual in person and in a community setting; and/or over the telephone, usually over the course of 12 sessions of support.

1.1 Role purpose

You will be supporting people with a range of mental health and additional support needs who access services across Second Step and our partnership organisations. We ask Volunteers to provide support to 3 different projects:

**UP (United Peer) Project** Supporting service users who have experienced homelessness or are at risk of being homeless, primarily people living in Second Step supported housing services who often have a range of other support needs, such as drug and alcohol misuse issues and offending histories. This project is specifically open to ‘Peer’ Volunteers - people who have their own lived experience of some of these issues and are willing to use this experience in their role, to benefit the clients they are supporting.

**Community Rehabilitation Service** Supporting service users who are engaged with the Community Rehabilitation Service or approaching discharge from this service. The specialist staff within this team, work with people with long-term mental health problems and complex needs. Its focus is to help people gain the skills and confidence to live as independently as possible in the community. The service is led by Second Step together with its partners Avon and Wiltshire Mental Health Partnership NHS Trust and Missing Link.

**Get Connected** Supporting service users of Bristol Mental Health services, specifically the Assessment and Recovery teams who provide community based secondary mental health services, enabling people to develop the tools to move forward in their recovery. With greater emphasis on working in partnership within communities and intervening early, the service helps to improve outcomes for people using mental health services across Bristol. Support is offered to both 'in-service' individuals and those that are approaching discharge from the teams.

For more information on these projects, please refer to our website

[https://www.secondstep.co.uk/volunteer/volunteer-opportunities/](https://www.second-step.co.uk/volunteer/volunteer-opportunities/)

Job Context

Volunteers are highly valued as part of our organisation, as they ensure that we are able to provide high quality, well informed and innovative services to our service users. Without volunteers, some of our most important and effective services would not be able to operate.

* 1. Organisation

Second Stepis a leading mental health charity in the South West offering housing, support and hope to thousands of people with mental health and other problems. Our goal is to inspire hope and deliver change for everybody and every community we work with.

* 1. Role accountabilities
* Building a supportive, positive, person centred relationship with service users
* Providing a safe sounding board, someone who will listen and not judge
* Helping to improve wellbeing, self-confidence and independence by exploring

activities that promote these areas

* Guiding service users through problem solving and supporting to identify solutions
* Motivating and inspiring services users by using your own life experiences and by

being a positive role model

1. People Profile
   1. Skills and experience required

* Strong communication skills, including active listening skills
* Be reliable and keep pre-arranged commitments with your service user
* Enthusiasm and an interest in encouraging service users to be proactive in their recovery
* Ability to keep accurate and up to date records
* Ability to work as a team, seeking support and advice from the Volunteer team as required
* Be non-judgmental and able to respect a person’s right to choose how they live
* We welcome volunteers with lived experience of the issues facing service users such as homelessness, mental health issues, substance misuse and offending histories
  1. Commitment to Second Step

As a volunteer of Second Step, you will have a commitment to follow Second Step guidelines for the role, as follows:

* A commitment of 6-12 months Volunteering
* To attend online / telephone induction and engage with ongoing support as required
* To maintain confidentiality
* To adhere to Second Step’s Health and Safety guidelines
* To abide by and put into practice Second Step’s Equal Opportunities Policy
* You must be free from problematic drug / alcohol misuse and have been so for the past six months
* Be stable in your own mental health recovery
* Be living in stable accommodation
  1. Benefits of volunteering
* Comprehensive induction training and full induction into your role
* On-going support whilst you volunteer
* Out of pocket expenses
* Opportunities for personal development and progression
* Chance to build your CV and develop new skills