

The Mix – Helpline Volunteer Role Description

About The Mix

The Mix is here to help 25s and under get to grips with any challenge they face – from mental health to money, from homelessness to finding a job, from break-ups to drugs. Anywhere and anytime; online, over the phone or via social media.

About this role

As an on-site Helpline Volunteer you'll take calls, web chats and emails from our service users. You'll provide emotional support and be the vital missing link between their issues and help they need. We don't provide advice and ongoing support to our service users – we aim to empower them with the support and information they need.

Main tasks:

Taking calls, web-chats and emails from young people; providing them with emotional support and signposting.

What we are looking for:

- You don't need any prior experience but you'll need to be at least 18 or older.
- We're looking for people who can empathise with young people and provide non-judgemental emotional support without advising or directing them.
- Our Helpline is service user-led so you'll need to be committed to the idea of empowering young people with the support and information they need to make their own decisions.
- You'll need to be able to remain calm and professional under pressure.
- You'll need to be comfortable using a computer including accessing programmes like Skype and our web based Helpline systems.

What you can expect from us:

- We provide all the training necessary for this role.
- Throughout training and whilst volunteering you'll have regular feedback from staff that will enable you to develop in this role.
- You'll also receive regular contact to ensure your own self-care is supported.
- We can reimburse travel expenses for each training and volunteering session (not including introduction sessions) up to £12.00 per session.

Skills Gained:

- You'll develop strong communication and active listening skills.

- You'll gain insight into many issues affecting young people and the services and organisations available to support them.

Training requirements:

- One, 3 hour introduction session.
- Four, 3 hour evening training sessions and two, full day Saturday training sessions.
- A minimum of two, 3 hours listening in sessions
- One, 1 hour evening graduation session
- Once training is completed you'll be on our induction programme where you'll receive regular support and feedback. You will need to pass induction in order to become a full volunteer.

Commitment:

All of our Helpline volunteers currently volunteer on a regular, fixed shift basis. We ask for a commitment of one regular shift a week. Shifts take place between 4:00pm – 11:00pm for 3 hours.

Due to the time required to train a volunteer and to become adept in the role, we require a minimum of 1 years commitment.

Location:

Our central London office near Baker Street.

How to apply:

You can apply for this role on our website – themix.org.uk/volunteering