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## ROLE DESCRIPTION

**ROLE TITLE:** Listen and Connect Volunteer

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### 1. MAIN PURPOSE OF ROLE

Through face to face 1:1's create a space for members of Designs in Mind to talk, to check in with themselves and all that is held inside. It is an opportunity for people to think and process things before it really gets too much or to talk when more help or support is needed.

To make connections in person, online or by phone, to partners and more support outside of Designs in Mind.

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### 2. POSITION AND SUPPORT IN ORGANISATION

**Accountable to:** Delyth Jones- Listen and Connect Lead

**Accountable for:** Working to Listen and Connect Principles and Designs in Mind values, policies and procedures.

**Liaises with:** Listen and Connect Lead, Team of Volunteers and the wider Designs in Mind Team

**Works within a team of:** Listen and Connect Volunteers

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### 3. KEY RESPONSIBILITIES

- To provide confidential emotional support as outlined above in main purpose of role
- To uphold Designs in Mind Mission, Vision & Values & Policies & Procedures, and the Listen and Connect principles outlined below.
- To be a regular volunteer within a rota decided on by the team, to provide reliable and regular Listen and Connect support to members of Designs in Mind
- To support fellow Listen and Connect volunteers
- To debrief with Listen and Connect Leader after each shift
- To liaise with Listen and Connect Leader in respect of difficult or emergency situations or when in doubt
- To follow instructions given by Listen and Connect Leader or CEO
- To undertake a minimum of 10 hours on-going training each year (2 half days)

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## 4. QUALITIES & EXPERIENCE

- Ability to maintain confidentiality at all times
  - To be able to actively listen without prejudice
  - To be able to communicate clearly
  - Ability to deal sensitively with all issues raised by a diverse group of people
  - Able to follow procedures and maintain systems
  - Ability to recognise the need for support (in themselves and others) and to seek or provide support where necessary
  - Awareness of own emotional triggers and can cope with own feelings
  - Demonstrate an understanding and acceptance of Designs in Mind values and Listen and Connect Principles
  - Listen and Connect volunteers should be 18 or over upon completion of their training.
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## 5. APPOINTMENT AND TIMESCALES

- Rota to be defined by the team after recruitment  
(As a guide, we are hoping for a minimum of 4 hours per week, we expect this to be one shift, initially across Tuesday, Wednesday or Thursday)
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## 6. LOCATION, TRAVEL & EXPENSES

- Based at the Designs in Mind Studio
  - All travel expenses in relation to the role can be reimbursed.
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## 7. BENEFITS

- A chance for personal development
  - Access to a thorough training programme
  - Contribute and share existing skills
  - Develop new listening and communication skills you can use in all aspects of your life
  - Meet new people from all different kinds of backgrounds and cultures
  - Give something back to your local community
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## 8. RECRUITMENT AND SELECTION PROCESS

- Attendance at an Information Session, could be 1:2 or group
- Completion of a Designs in Mind volunteer application form
- Completion of induction at Designs in Mind
  - Tour of studio and shop (facilitated by members at Designs in Mind)
  - Policies and Procedures (Administrator, Designs in Mind)
  - Listen and Connect overview and principles (Listen and Connect Lead, Designs in Mind)
  - Values and Culture at Designs in Mind (CEO, Designs in Mind)
- Completion of half day Listening Training facilitated by Samaritans
- DBS Check
- Attendance Listen and Connect Team Planning Meeting
- Successful completion of a 3 month probationary period before becoming a full Designs in Mind volunteer

Recruitment is not confirmed until the full process has been completed. At any point you may decide or we may decide that this role is not for you.