

designs in mind

ROLE DESCRIPTION

ROLE TITLE: Listen and Connect Volunteer

1. MAIN PURPOSE OF ROLE

- Through face to face 1:1's create a space for members of Designs in Mind to talk, and 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.

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

3. KEY RESPONSIBILITIES

- To provide confidential emotional support as outlined above in 1. main purpose of role
- To uphold Designs in Mind Mission, Vision & Values, and Policies & Procedures, and the Listen and Connect principles outlined below.

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- 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 the CEO
- To undertake a minimum of 10 hours of on-going training each year (2 half days)

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 being able to 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



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).

6. LOCATION, TRAVEL & EXPENSES

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

7. BENEFITS

- A chance for personal development
- Access to a thorough training programme
- Contribute and share existing skills
- Develop new listening and communication skills that 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

8. RECRUITMENT AND SELECTION PROCESS

- Completion of a Designs in Mind volunteer application form
- Attendance at a Listen and Connect Information Session (which could be 1:1 or a small group). This will include a tour of the studio and shop,

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information about the culture and values of Designs in Mind, principles and structure of Listen and Connect, and some exercises so we can get to know you better, and you can get to know us.

At this point we will make a decision together about if you are right for this role and if so, agree what shift times you will be involved with after induction and training.

9. INDUCTION PROCESS

- Policies and Procedures (Team Room Induction)
- DBS Check

At this point you will be asked to sign this role description and agreement.

10. PRE TRAINING & DEVELOPMENT

- Completion of half day Listening Training facilitated by the Samaritans
- Successful completion of a 3 month probationary period before becoming a full Designs in Mind volunteer

Recruitment is not confirmed until the full process (8,9,10) has been completed. At any point you may decide or we may decide that this role is not for you.

11. CONTINUED TRAINING & DEVELOPMENT

- Attendance at 6 monthly half day training
- Attendance at 6 monthly safeguarding and scenarios training

In addition as a Listen and Connect Volunteer you are able to attend regular team meetings on a Thursday between 3-5pm, and you are invited to come to company away days on an ad-hoc basis.

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Agreement

It is confirmed that the Listen and Connect Volunteer is not employed within Designs in Mind and this role description does not constitute a contract of employment, a contract of services and/or evidence of any such contract. This is an agreement to volunteer with a purpose within a set of responsibilities.

Signed by Volunteer.....

Date.....

Print Name.....

Signed by Designs in Mind.....

Date.....

Print Name.....