

Person Specification

The Wellbeing, Mental Health Helpline and Texting Service

Role Title: Voluntary Operator

Service: The Wellbeing, Mental Health Helpline and Texting Service

Requirements	Essential	Desirable
Attainments and previous experience	<ul style="list-style-type: none"> Competent telephone user Competent computer user 	<ul style="list-style-type: none"> Previous experience in a similar field
General intelligence	<ul style="list-style-type: none"> To understand issues of confidentiality 	<ul style="list-style-type: none"> Ability to communicate effectively in writing
Special aptitudes		<ul style="list-style-type: none"> Experience of counselling or similar training
Interests	<ul style="list-style-type: none"> Commitment to helping people with mental health difficulties 	
Disposition	<ul style="list-style-type: none"> Team spirited Approachable Calm demeanor Caring manner 	<ul style="list-style-type: none"> Confident
Circumstances	<ul style="list-style-type: none"> Time to commit to voluntary duties Willingness & consent to apply for a DBS 	<ul style="list-style-type: none"> Ability to communicate in languages other than and as well as English