

Voluntary Helpline and Texting Service Operator

Role Title:	Voluntary Helpline and Texting Service Operator
Location:	The Harbour in Blackpool
Time Commitment:	A minimum of one four hour session per fortnight, during the service opening hours. Monday to Friday 7pm – 11pm Saturday & Sunday 12 midday to 12 midnight.
Support:	Volunteers will: <ul style="list-style-type: none"> • be recruited and supported by the Mental Health Helpline Team • receive a handbook, and attend a local induction • be allocated supervisor when active
To join our teams:	Complete Volunteer recruitment process & (Enhanced Standard Child & Adult Workforce DBS) Complete Volunteer hand book and attend local induction
Important:	Volunteers will work in a non COVID+ environment, they will be provided with the relevant support and guidance

Our Wellbeing Helpline and Texting Service are looking for volunteers to assist them.

Role Description:

To become an Operator you will need to have a mature outlook and have a non-judgmental approach to people's problems. You will be required to complete an initial training course before starting volunteering for the service, and attend regular training and feedback sessions as required. You will be trained to provide emotional support via text and telephone conversation in a professional and sensitive manner to the people of Lancashire & South Cumbria relating to mental health issues and provide factual information where appropriate.

We are

**We are
LSCft**

kind • a team • respectful • always learning

Main Duties:

1. To respond to telephone callers/texters in a dignified and polite manner.
2. To listen and act in an understanding and non-judgmental way.
3. To maintain boundaries and confidentiality in line with helpline policy.
4. To maintain accurate records of calls/texts as per agreed procedures.
5. To complete the initial training sessions and subsequent training and feedback sessions.
6. To participate in supervision sessions on a regular basis.
7. To participate in any evaluation of the service.

Essential requirements for this role are:

- Good communication skills
- Clear handwriting
- Able to utilise a PC, Telephone, photocopier
- Ability to follow instructions
- Willingness to help and support staff and callers
- Demonstrates empathy and compassion
- Calm manner
- Comfortable working in a fast moving environment
- Comply with all Trust Policies and Procedures in relation to information governance and confidentiality

Duties not to be undertaken by volunteer

- At no time should a volunteer put themselves at risk
- Volunteers should not enter clinical areas
- Volunteers should not have direct contact with patients.
- Volunteers must not carry out any documenting of patients' treatment or of nursing processes.
- Volunteers must not involve themselves in admission and discharge procedures.
- Volunteers must not assess, read or write anything in patient notes.
- Volunteers must not answer enquiries about patients from patients, visitors or staff.



We are

**We are
LSCft**

kind ● a team ● respectful ● always learning