

1-2-1 Support Volunteer – Children & Young People’s Service

Volunteer Role Profile

The primary responsibility of an emotional support volunteer is to provide additional online support and encouragement to support young people to achieve the goals they have set themselves within their 1:1 sessions with a social prescriber. The role sits within the Children & Young People’s Service which supports young people from the ages of 8-17, however the volunteer will likely be supporting those aged 13-17 years.

What's involved:

This role requires a commitment of 2-4 hours every month.

Phone and/or online 1-2-1 support with a young person for approx. 30 minutes a week during afternoon hours on weekdays.

- Active listening during 1-2-1 check in with young person
- Offering emotional support and guidance regarding the goals that the young people have set to improve their mental health
- Providing encouragement and signposting to additional supports (where appropriate)
- Potential to accompany young people on 1-2-1 sessions in the community to support them in attending external activities and groups
- Collaborate closely with West Sussex Mind staff team to share observations and insights into the well being of the young people, attend team meetings and contribute to the development of support plans
- Check in and check out with a volunteer supervisor or WSM staff member after every 1-2-1 session in accordance with our Lone Working Policy.

There is scope in the role to expand to include facilitating online group activities and discussions aimed at promoting mental well-being and resilience.

What we ask for:

- To adhere to all applicable West Sussex Mind policies and procedures when in your volunteering role with us
- Maintain a non-judgemental and inclusive environment during all engagements with young people
- Strong communication skills
- Ability to build trusting relationships with young people
- Understanding of mental health issues that can affect young people

How we help our volunteers and benefits

Welcome you to West Sussex Mind with a package of training and information needed to carry out the role.

- You will meet new people, have the opportunity to learn new skills and take part in regular in-house training
- We will reimburse pre-agreed expenses in line with West Sussex Mind's policy.
- We will check-in regularly to ensure you are enjoying your volunteering role through 1-2-1s, volunteer meetings, social and learning networking days.

Add any additional benefits or supports particular to your service to this list

Our Values

- We are equitable
- We are open
- We work together
- We are curious
- We are unstoppable
- We strive for excellence

Volunteer Recruitment Process

For selected applicants there will be an interview with the Service/Project Managers

If successful, 2 references will be requested as part of the recruitment checks and 6 essential e-learning modules will be required to be completed before starting in the volunteer role.



Because the role involves working closely with vulnerable people, especially children, we need to complete an Enhanced Disclosure and Barring Service (DBS) check with Barred List.

Support will be available for any technical, language or literary support required.

For more information, please email volunteering@westsussexmind.org