

Check in and Chat Volunteer

Could you help ensure our patients are waiting and living well in the community?

West London NHS Trust is at the forefront of developing and delivering a new model of community-based mental health care. We've called it MINT which stands for mental health integrated network teams. As a check in and chat volunteer you will be at the heart of our patient relationships ensuring they are waiting and living well in the community and we are up to date with their status and service support needs.

To be successful for the role, the following is required:

- Completion of our online volunteering application form
- An informal volunteering interview
- A Standard level DBS Check
- X 2 references
- Completion of core and local induction training

What does the role involve?

- Contact service users in as a befriender providing support with their emotional health and wellbeing, offer space to listen and reduce feelings of loneliness and isolation where relevant
- To signpost individuals to local support teams and/or community resources where appropriate
- To escalate any concerns which arise during the phone-calls to your volunteer supervisor
- To record every contact with service users (including non-contact and successful contact), help that the service users have asked for and ensure this is shared with the team by the end of every volunteering shift.
- An expected time commitment of once a week – we can be flexible with which days of the week.
- Adhere to the relevant policies and procedures of the Trust, including Infection control, Health and Safety, Safeguarding, Equality and Diversity, Data Protection / information governance and Confidentiality policies
- Opportunities to get involved in other areas of the Trust's work, including our NHS careers

Volunteers are not expected to be involved in any of the following:

- Clinical or medical treatments of any kind

This role outline is binding in honour only, and is not intended to be legally binding

- Psychological interventions
- Risk assessments
- Lone working

What skills and qualities do you need?

West London NHS Trust is committed to equal opportunities and welcomes applications from all sections of the community.

- Adaptable and willing to learn
- Experience or ability to work with clients with various mental health needs (desirable not essential)
- Ability to listen without judgement
- Have good interpersonal skills and interaction with people in a friendly and calm manner
- Tactful and diplomatic, especially in stressful/emotional situations
- Recognition of the importance of boundaries
- Be reliable
- Able to work as part of a team
- Able to complete tasks effectively and efficiently
- Committed to uphold [Trust core values](#) (**Togetherness, Responsibility, Excellence, Caring**) and NHS policies

What we can offer you

- A full induction, training or brief to your role
- On-going support and guidance from a member of staff
- The opportunity to develop your personal and professional skills
- The opportunity to get involved in other areas of The Trust's work, including NHS careers
- Reimbursement of reasonable expenses
- The opportunity to contribute to our mission supporting outstanding patient care.

Time commitment

There is an expected time commitment of once a week between 10am -4pm for at least 3 months for this role

The **general** time options activities could occur (these are not specific scheduled shifts)

	Morning	Afternoon	Evenings	Nights
Monday	x	X		
Tuesday	X	x		
Wednesday	x	X		
Thursday	X	x		
Friday	x	x		
Saturday				
Sunday				

Number of volunteers needed

We will need 1 volunteer for this role

'West London NHS Trust is committed to safeguarding all children and vulnerable adults and expects all staff and volunteers to share this commitment.'