

Volunteer Role Description

Crisis Support Drop-In Volunteer

Volunteer Role Title	Volunteer: Crisis Support Drop-In service(s)
Employing Organisation	Derbyshire Mind
Programme / Service	Crisis Support Drop-In service
Service Location	Derbyshire Mind's Crisis Support Drop-In service - Town Centre
Service Summary	Derbyshire Mind's Crisis Support Drop-In services are friendly & supportive non-clinical crisis services for adults who self-define as needing immediate help with their mental health or emotional wellbeing. Located in Buxton, Ripley and Swadlincote, the services offer out-of-hours mental health help, support, and signposting in a relaxed and comfortable community environment.
Working days and hours	<p>The Crisis Support Drop-In service will normally be open to support adults on Friday and Saturday evenings between 6pm and 11pm, also Sunday afternoons between 2.30pm and 5.30pm, including any public holidays that may fall on those days.</p> <p>Shifts will always include 30 minutes at the start and end of the service for setting up, tidying away, and wellbeing check-ins etc.</p> <p>Shift times:-</p> <ul style="list-style-type: none"> • Friday nights: 5.30 to 11.30pm (6 hours) • Saturday nights: 5.30 to 11.30pm (6 hours) • Sunday afternoons: 2.00 to 6.00pm (4 hours) <p>Volunteers will also be required to attend team wide meetings, and also one-to-one meetings with their line manager, once every 6 weeks.</p> <p>We are looking for volunteers that can provide support for a minimum of one shift per week, or two shifts every other week.</p> <p>Please indicate on your application form how many shifts per week / month you would be able to commit to and how flexible you are over a six week period.</p>

Duration of Service / Volunteer Role	<p>Derbyshire Mind's Crisis Drop-In service has a contract to 31st May 2025 (<i>potential for extension</i>).</p> <p>Because of the training investment made by Derbyshire Mind for this role, a commitment of at least 6 months service is requested of all volunteers.</p>
Expenses Covered	<p>In line with our volunteer policy :-</p> <ul style="list-style-type: none"> Reasonable travel expenses (<i>up to maximum £15 per day</i>) meal expenses when working a shift of 6 hours (<i>up to maximum £4.50</i>)
Staff Support	<p>Line Manager/Supervisor - Local Coordinator</p> <p>Volunteers will also report to / receive support from:</p> <ul style="list-style-type: none"> Support Workers on shift Service Lead (Derbyshire-wide Crisis Support Drop-In services)
Role Purpose	<p>The purpose of this volunteer role is to facilitate the smooth running of Derbyshire Mind's Crisis Support Drop-In service by presenting a warm and friendly and non-judgemental presence, welcoming and supporting attendees, assisting the Support Workers, and offering support to help attendees engage with various calming activities.</p>
Description of Tasks	<p>Main tasks will include, for example:</p> <ul style="list-style-type: none"> Generally facilitating the service to run smoothly Helping with the day-to-day service as required e.g. setting up tables and chairs at the beginning of the evening, making and providing refreshments, and packing away after the session. Welcoming attendees to the service, ensuring they are comfortable. Providing emotional support and encouragement to the people using the service. Promoting recovery and wellbeing for individuals by actively listening to attendees who may require someone to talk to. Encouraging attendees to access other groups / activities within the local community and signposting to other relevant services including Derbyshire Mind local partner groups. Reporting any safeguarding concerns immediately to the Shift Lead. Ensuring confidentiality and professional boundaries within the service. Attending team training sessions and meetings as required. Supporting the team with ad hoc tasks as and when required.

Required Skills, Qualities, and Experience	<p>This role is best suited for someone that:</p> <ul style="list-style-type: none"> ✓ Is passionate about providing a high-quality welcoming service to people experiencing distress or mental health crisis. ✓ Is open-minded and able to see things from different perspectives, including respecting diverse values and beliefs, and can build a rapport with a wide range of people. ✓ Can communicate clearly to others with a friendly and supportive tone, and can listen to others in a supportive, non-judgmental way without feeling the need to 'fix'. ✓ Can remain calm and professional in sometimes more challenging situations. ✓ Understands the importance of boundaries and confidentiality. ✓ Is reliable and punctual, and able to work using their own initiative. ✓ Is emotionally resilient and practices their own self-care wellbeing techniques.
What We Offer You	<ul style="list-style-type: none"> • The chance to make a real difference in the local community. • An opportunity to be part of a friendly and supportive team including learning more about the voluntary sector / mental health. • A rewarding opportunity to gain valuable skills and volunteering experience. • A comprehensive induction and training programme to fully equip you to support people in crisis. • Ongoing training and e-learning to keep your skills up to date. • Regular team meetings. • Regular support with your line manager / supervisor. • Regular externally hosted group reflective practice supervision sessions to strengthen your resilience and ensure your wellbeing. • Further/ongoing personal development opportunities at Derbyshire Mind • Opportunity to further develop your role level.
Other Requirements and Expectations	<p>Our Peer Support Volunteers must:</p> <ul style="list-style-type: none"> • Be age 18 or over. • Have completed the application form in full. • Attend a short informal interview discussion for selection. • Have satisfactory DBS clearance. • Provide two satisfactory references. • Successfully complete Derbyshire Mind's induction and service specific training programme. • Have the ability to attend support / training meetings that may be held on weekdays, evenings or the weekend. • Be willing to complete additional training as required by the role / service.

