

# Take Back Your Mind UK | TBYMUK

Creating Healthier Minds.  
We Are On Your Side.

**Introduction:** Talking Service Volunteers, or Online Mental Health Liaisons, play a vital role in delivering our Online Messaging Service, providing compassionate support to individuals navigating their mental health challenges. We are seeking dedicated volunteers who possess a genuine passion for helping others and a commitment to fostering a supportive community.

## Why Volunteer ?

- At Take Back Your Mind UK, our volunteers come from diverse backgrounds and experiences. We truly rely on their dedication and compassion to carry out our mission.
- Volunteering with us is a rewarding experience. You'll gain a sense of pride, satisfaction, and purpose by engaging in meaningful conversations that can make a real difference in someone's life.
- Join our welcoming and supportive community of fellow volunteers, where you can forge lifelong friendships and connect with others who share your passion for mental health advocacy.
- Additionally, volunteering is an excellent way to enhance your CV. No prior experience in mental health is necessary; we provide training and ongoing support to equip you for the role.

## About You

- **Have a genuine interest in mental health** and a desire to help others on their journey.
- **Possess strong communication skills**, allowing you to engage empathetically and actively listen to those in need.
- **Are open-minded and non-judgmental**, creating a safe space for individuals to share their thoughts and feelings.
- **Can commit to regular volunteering hours**, ensuring consistency and reliability for those you support.
- **Enjoy working as part of a team**, collaborating with fellow volunteers to create a positive impact.
- **Are willing to learn and grow**, embracing training and support to enhance your skills and understanding of mental health challenges.
- **Demonstrate resilience and adaptability**, as each conversation will present unique challenges and experiences.
- **Value inclusivity and diversity**, respecting individuals from all walks of life and backgrounds.

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- **Are 18 or older.**

## Key Responsibilities:

### Training:

- **Initial Enrollment:** Upon joining, you will be welcomed as a Learner and enrolled in a comprehensive training program designed to equip you with the necessary skills and knowledge for effective support.
- **Training Structure:** The training consists of five levels, culminating in a Practical Week where you will engage in hands-on learning experiences. This structured approach ensures a smooth transition into solo support work, allowing you to feel confident and prepared.

### Post-Training Responsibilities:

- **Message Support:** After training, you will respond to limited incoming messages from service users, utilising the skills and techniques acquired during your training to provide empathetic and effective support.
- **Accurate Reporting:** It is essential to document all interactions accurately using the INTACT and SERVACT systems to ensure clear communication and record-keeping.
- **Supporting Peers:** Assist fellow volunteers by helping manage their waitlists, ensuring timely and efficient support for service users.
- **Signposting and Referrals:** When necessary, guide service users to additional resources and support services.
- Follow established internal referral processes for other TBYM services.
- **Policy Adherence:** Stay informed of and adhere to all organisational policies, guidelines, and best practices to maintain a safe and effective support environment.

### Volunteer Engagement:

- **Promote Inclusion:** Actively foster a volunteer culture that prioritises diversity, equity, and inclusion, encouraging an environment where all voices are valued.

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- **Flexible Volunteering:** Volunteer your time based on your availability. Once trained, volunteers will be integrated into the service schedule, which is flexible and designed to accommodate personal commitments.

## Essential Skills and Qualifications:

- **Communication Skills:** Strong written and verbal communication abilities are crucial for effectively engaging with service users and fellow volunteers.
- **Interpersonal Skills:** The ability to inspire and motivate others, creating a positive and encouraging atmosphere for both service users and volunteers.
- **Tech Proficiency:** Comfort with various technology platforms, digital communication tools, and spreadsheets is necessary for efficient service delivery.
- **Commitment to Mission:** A strong alignment with the organisation's mission, values, and volunteering principles is vital for maintaining a cohesive and focused service approach.

## Additional Skills and Qualities:

- **Team Collaboration:** Ability to work collaboratively within a team while also demonstrating independence and initiative in your role.
- **Empathy and Compassion:** A genuine desire to understand and support others in their mental health journeys.

## What's in it for You?

- **Meaningful Impact:** Engage in work that makes a real difference in the lives of others, providing essential support during challenging times.
- **Flexible Scheduling:** Enjoy the benefits of remote work and flexible hours that fit your lifestyle and commitments.

**Time Commitment:** We ask our volunteers to contribute between 4 to 8 hours a month, as their availability allows. Your time and effort are invaluable to us and those we serve.

**Department:** Services

**Management:** Team Leader | Service Manager | Services Director