

Take Back Your Mind UK | TBYMUK

Creating Healthier Minds.
We Are On Your Side.

You'll play a pivotal role in supporting our volunteer teams and enhancing the quality of our services. You will assist with crisis contacts, provide ongoing guidance to support volunteers, and contribute to continuous service improvement efforts, ensuring we deliver safe, compassionate, and effective mental health support.

Key Responsibilities:

- **Crisis Assistance:** Step in to support crisis contacts, providing professional intervention when situations escalate beyond the scope of volunteer assistance.
- **Volunteer Guidance:** Offer guidance, resources, and support to volunteers throughout their role, helping them manage challenging interactions and build their skills.
- **Service Improvement:** Collaborate with the team to assess and improve service protocols, ensuring that our support remains effective, responsive, and user-centred.

Essential Skills and Qualifications:

- **Professional Mental Health Experience:** Proven background in mental health, counselling, social work, or psychology, with knowledge in crisis intervention.
- **Strong Communication Skills:** Excellent verbal and written skills, with an ability to offer clear, supportive guidance to volunteers and staff.
- **Problem-Solving Skills:** Quick, practical thinking to assess and respond to situations, supporting volunteers in managing complex cases.
- **Collaboration:** Willingness to work closely with the service team, sharing insights and contributing to strategic improvements.

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Additional Skills and Qualities:

- **Empathy and Patience:** A compassionate approach to supporting volunteers and users alike, fostering a safe, supportive environment.
- **Commitment to Quality Care:** A dedication to upholding high standards in mental health support and continuous improvement.
- **Adaptability:** Flexibility in handling dynamic needs and adjusting support as service requirements evolve.

What's in it for You?

- **Meaningful Impact:** Make a real difference by enhancing the safety, effectiveness, and reach of mental health support services.
- **Professional Growth:** Expand your experience in crisis management and volunteer support within a mental health-focused organisation.
- **Supportive Community:** Join a team that values collaboration, compassion, and continuous learning.

Time Commitment: Flexible hours with a focus on supporting volunteers, and assisting with service improvements.