Volunteer opportunity

Opportunity title:	Crisis Café Volunteer
Closedown date for applications:	Ongoing
Start Date:	As soon as possible
Duration of volunteer placement:	Ongoing
Based at:	**Milton Keynes** Queensway Clinic 226 Queensway Milton Keynes MK2 2TE **(NB volunteers are required to live within a 5 mile radius)**
Working days and hours:	Our Crisis Cafes open 7 nights a week 5-11pm. We are looking for a team of volunteers to cover these sessions, so please specify in your application which days and times you can offer. Please also specify your preferred location. We occasionally support external events and activities outside of our regular hours, so additional times may be possible on an ad hoc basis.
Summary of duties and objective:	Support the Crisis Café team in the running of the service. Main tasks will include: • Supporting the facilitation of a weekly crisis service. • Helping with the service as required e.g. setting up tables and chairs at the beginning of the evening, providing refreshments and packing away after the session. • Welcoming service users to the centre ensuring they are comfortable. • Providing emotional support and encouragement to the people who use the service. • Promoting recovery and wellbeing for individuals by actively listening to service users who may require someone to talk to. • Encouraging accessing other groups/activities within the local community

	& signposting to other relevant services including Mind BLMK groups. • Reporting any safeguarding concerns immediately to a member of staff. • Ensuring confidentiality and boundaries within the service. • Attending workforce training sessions and meetings as required. • Supporting the staff team with ad hoc tasks as and when required.
Expenses covered:	Reasonable travel expenses
Skills and experience needed:	• Ability to motivate others. • Enthusiasm. • Good communication skills • Active listening skills. • Health and Safety awareness. • An understanding of recovery and wellbeing. • To be non-judgemental. • To be able to work using own initiative.
Other requirements/expectations:	• Age 18 or over • Complete application form in full • Attend a short informal interview for selection • Successfully complete a trial period • Satisfactory DBS clearance • Two satisfactory references • Successfully complete Mind BLMK Induction Training • Successfully complete SOVA/ safeguarding and Moving and Handling Principles training • Ability to attend regular support/training meetings that may be held in the evenings or the weekend • Willing to complete additional training as required by the role
Restrictions	None