



For better
mental health

Bristol Mind

35 Old Market St
Old Market
BRISTOL
BS2 0EZ

MindLine Admin: 0117 980 0381
Mindline: 0808 808 0330
Fax: 0117 929 7644
e: mindline@bristolmind.org.uk
w: www.bristolmind.org.uk

Dear Applicant

Thank you for your interest in Bristol MindLine.

We usually run training programmes twice a year. Our next training programme should begin in Spring 2012.

Please take the time to read the information we have sent in this pack carefully - included in it is:

- **job description and person specification**
- **training programme (with sample dates and topics)**
- **a reply form to post or email back to us**
- **Mindline information sheet**
- **map showing the location of the training venue**

Hopefully, this should provide you with lots of details to help you decide if you want to volunteer with MindLine. The minimum age for volunteering on Mindline is 21 years. If you do want any clarification or just a chat, please phone the office on **0117 980 0381**.

We ask trainees to attend **all** sessions in the programme.

We will be holding a couple of introductory sessions in advance of the training. The introductory sessions offer you an opportunity to find out more about the project, and to help make your mind up about applying for the training.

If, after attending a session you would like to apply for the training, you will need to complete an application form and attend an interview.

Please return the REPLY form if you would like to keep in touch about the next training programme in 2012. Thanks.

Yours sincerely

Liz & Shauna (MindLine Co-ordinators)

0117 980 0381

mindline@bristolmind.org.uk



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BRISTOL MINDLINE **SAMPLE** TRAINING PROGRAMME: Sept - Nov 2011

The training venue is Bristol Mind, 35 Old Market St, BS2 0EZ.
Ctrl + click to follow [Map of venue](#) link (email) or see the enclosed map (post)

Date	Time	What?
Wed 7 Sept 2011	6.30 – 8.30pm	Introductory session*
Mon 12 Sept	12 – 2pm	Introductory session*
VARIOUS	VARIOUS	Interviews
Wed 28 Sept	6:30 - 9pm	The Essentials
Mon 3 Oct	9:30 - 5pm	Counselling Skills 1
Wed 5 Oct	6:30 - 9pm	Mental Health Awareness
Mon 10 Oct	9:30 – 5pm	Counselling Skills 2
Wed 12 Oct	6:30 - 9pm	Mental Health Act
Wk beginning Mon 17 Oct	VARIOUS	Skills Review Week
Mon 17 Oct	9:30 – 5pm	Abuse
Wed 19 Oct	6:30 – 9pm	Issues in mental health
BREAK (half-term)		
Mon 31 Oct	9:30 – 5pm	Diversity
Wed 2 Nov	6:30 – 9pm	Psychiatric Drugs
Mon 7 Nov	9:30 - 5:00pm	Policies / Self Harm
Wed 9 Nov	5:30 - 9:00pm	Final Review night

*You only need to attend one of these sessions

Successful trainees then complete the course with the following session

Mon 14 Nov	10 - 1pm	Information and Induction
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Please note, for the full day training sessions, please come at 9.30am for tea and coffee. The training takes place between 9.45am and 4.45pm with 15 minutes at the end for practicalities (expenses, feedback etc).

FIRST SHIFT ON HELPLINE: Nov 2011

For the **interviews** and **half way reviews** each trainee will **only** need to attend **one three quarter hour** session.

All sessions begin promptly.
Arrive 15 minutes before start time for tea, coffee and chats.

PLEASE PHONE TO DISCUSS ANY ACCESS ISSUES

MINDLINE VOLUNTEER ROLE

Volunteers will be asked to:

- Attend **all** initial and ongoing training. (see training programme attached for dates.)
- Staff the helpline once a fortnight for four hours for a minimum of one year after training.
- Take calls and offer support (and information when appropriate.)
- Record information in line with the service's procedures.
- Participate in the monitoring of the service.
- Support fellow volunteers on the line.
- Take responsibility for covering shift if unable to work, and be open to the supervision process.
- Attend six weekly volunteer support groups.
- Receive supervision from staff after each shift worked (Volunteers must have a contact *landline* telephone number for supervision sessions).
- Assist in updating the information bank for the line.
- Work in accordance with all of Bristol Mind's principles and policies.
- To share in covering occasional Bank Holiday shifts including Christmas & New Year.
- Cover weekends – one shift out of three must cover a Friday, Saturday or Sunday evening.

Volunteers will be asked to:

- Respond to callers in a supportive, accepting and non-directive way.
- Ask for the support they need from co-workers on the line
- Offer information over the line in a way that enables the caller to make their own informed choices
- Keep up to date with information about services etc. through Bristol Mind's information system
- Distance themselves from their own experiences and issues while working with callers.
- Have an awareness of the impact of the calls on themselves and work with these issues in supervision.
- Engage in a two way dialogue with the staff at Bristol Mind as to the needs of volunteers and the development of the service.
- Demonstrate an understanding of the reasons behind the policies that Bristol Mind employs.
- Respect the confidentiality rights of the caller
- Show a commitment to challenging all forms of oppression experienced in your involvement with Bristol Mind.

Individuals need to be 21 years and upwards.

EQUALITY AND DIVERSITY POLICY

Mind is committed to the principle of Equal Opportunities in all areas of our organisation.

In our role as a service provider and employer, we strive to open the organisation to all peoples regardless of their race, gender, sexual orientation, sexual identity, age, disability, or religion.

As a user led organisation we actively promote the involvement of those experiencing mental ill health or emotional distress and survivors in all areas of our organisation.

THE DIVERSITY OF THE COMMUNITIES WE SERVE IS REFLECTED AT ALL LEVELS WITHIN OUR WORKFORCE

We all have a responsibility to embrace and support this vision and must continue to challenge behaviour and attitudes that prevent us from achieving this. Using fair, objective and innovative employment practices, our aim is to ensure that:

- All employees and potential employees are treated fairly and with respect at all stages of their employment
- All employees have the right to be free from harassment and bullying of any description, or any other form of unwanted behaviour, whether based on sex, trans-gender status, marital status, race, disability, age, political or religious belief or sexuality
- All employees have an equal chance to contribute and to achieve their potential, irrespective of any defining feature that may give rise to unfair discrimination.

GENDER

Women and men are fully and properly represented and rewarded for their contribution at all levels of the organisation through:

- Challenging gender stereotypes
- Supporting employees in balancing their life at work and at home.

TRANS-GENDER STATUS

People who plan to undergo, are undergoing, or have undergone gender re-assignment are protected against all forms of discrimination and harassment. The employer will take positive steps to support a trans-gender person and ensure they are treated with dignity and respect.

MARITAL STATUS

People are treated fairly and equally in the workplace irrespective of their marital or family status.

RACE

The racial and cultural diversity of our communities is represented at all levels of the organisation through:

- Challenging racial stereotypes
- Understanding, respecting and valuing different backgrounds and perspectives.

DISABILITY

The abilities of disabled people are recognised and valued at all levels of the organisation through:

- Focusing on what people can do rather than on what they cannot
- Challenging stereotypes about people with disabilities
- Making appropriate adjustments in the workplace to help people with disabilities achieve their full career potential.

AGE

Age diversity within the workforce is promoted and valued through:

- Challenging age stereotyping
- Recognising the benefits of a mixed-age workforce.

RELIGIOUS BELIEF AND POLITICAL OPINION

People are treated fairly in the workplace irrespective of their religious or political opinions by recognising individuals' freedom of belief and right to protection from intolerance and persecution.

HIV

Discrimination against an employee or potential employee on grounds that he or she has, or is thought to have, HIV or AIDS is not acceptable, and confidentiality will be respected in line with the wishes of an individual with HIV or AIDS.

SEXUALITY

People are treated fairly in the workplace irrespective of their sexuality through:

- Respecting different lifestyles
- Challenging negative stereotypical views.

ABOUT BRISTOL MINDLINE

How and why a helpline?

The helpline was set up by Bristol Mind in response to research which showed that people using local mental health services wanted more 'out of hours' crisis support. Bristol Mind successfully bid for funding to provide a telephone helpline and in June 1995, two workers were appointed to set the project up. The helpline has continued to be funded jointly by Bristol City Council, South Gloucestershire Council and NHS Bristol.

Bristol Mind's Crisis and Support Line (as it was originally called), opened in October 1995, operating on Saturday nights only. By October 1996, there had been five intakes of volunteers, and the helpline was open five nights a week, Wednesday through to Sunday. The helpline continues to open these nights, 52 weeks a year, 8pm to midnight. In December 2000 the helpline launched its new freephone number and was re-named Bristol MindLine.

Aims and ethos of the service

The aim of the service is to offer a space to anyone who may need to talk. Volunteers undertake rigorous training program in which they learn to listen to callers in a non-judgmental way and respond non-directively. This kind of listening can be difficult to come by, especially if someone is in crisis, or if friends/family or other helpers feel pressured to find solutions or 'rescue' the person. Sometimes people are isolated or have no-one close to talk to. The helpline has access to a database which has information on local groups, services etc., and can provide information on aspects of mental health eg rights etc., which can support callers in making their own informed choices.

The helpline operates in line with the overall aims and principles of Bristol Mind to campaign for a socially just society, which promotes and sustains good mental health for all.

Who calls the line?

The helpline receives calls both from people who want a one-off session, and callers who may ring back over a period of time to support themselves. Callers ring in with a variety of issues ranging from isolation, anxiety, depression or suicidal feelings. Sometimes callers want information around a diagnosis they, or someone they care for, has been given, or they may have relationship difficulties or need to talk about a bereavement.

In addition to the database, the project holds a number of Mind information pamphlets, which can be sent to callers if appropriate. Volunteers are trained to respond to all calls.

Who volunteers for the helpline?

Our team of volunteers are drawn from the diverse communities of Bristol - people who may, or may not, have experience of mental health issues. We have volunteers who have been out of work for various reasons; Mindline training and work experience can provide people with a high quality bridge back into work.

Other people want to develop new skills or may be thinking about changing direction and want experience of different kinds of work. Volunteers range in age, life experience and beliefs which makes for a lively team; at the moment we are under-represented in volunteers from ethnic minorities, and so very much encourage people from these groups to apply.

We welcome applications from anyone who can work within the Bristol Mind framework, can make the commitment that we ask, and lives locally.

Training

All volunteers go through the ***Bristol Mindline Volunteer Training*** which is accredited by the **Open College Network**, a national accreditation body. Training takes place over about six weeks, on Monday day time and Wednesday evenings (see enclosed schedule for details). This initial course trains you in listening skills and helps you build up your knowledge and understanding of mental health and current issues.

The training and experience that you gain on the line can further your career or be valuable experience for a course. For many volunteers, the work is rewarding in its own right.

Support and Supervision

Every volunteer receives supervision after each shift they work. A staff worker contacts the volunteer to arrange a mutually convenient time for the supervision to take place, over the telephone; the supervision session can take up to 45 minutes and is an opportunity to reflect on the work, get support and develop skills.

Volunteers are also supported through six-weekly volunteer meetings, newsletters and further training. You will always work with at least one other volunteer.

Expenses

Travel expenses (depending on distance) and carer's costs (childcare etc.) will be available for those who need them during training, volunteering and meetings. Taxis home at the end of a shift are provided for those needing them. See expenses policy for details.

Fun

You will be training and working with a large group of people. Although the work is of a serious nature there are opportunities for socialising, getting to know people and generally having some laughs.

What will the training be like?

The training is designed to be an on-going process, to provide a brief overview of the topics covered, and to enable volunteers to examine their own attitudes towards, and experience of, the issues covered.

Volunteers are assessed throughout the training to set criteria. There is a review half way through the training to discuss how it is going and to address any difficulties. A final decision is taken at the end of the training as to whether a place on the line will be offered.

The training is seen to be a two-way process so that volunteers can assess whether or not this work feels suitable for them at this time.



BRISTOL MINDLINE - EXPENSES POLICY

Please read this information carefully. If you have any questions or comments about claiming expenses, please talk to one of the MindLine co-ordinators.

All expenses are paid by cheque. Although every effort is made to pay expenses promptly, there can be delays. If possible claims should be made at least quarterly, subject to a minimum of £10 (unless agreed otherwise).

Training and monthly meetings

Mileage

The maximum mileage payable is £10.00 per round trip. This is paid at 40 pence for the first 25 miles.

i.e.: 25 miles at 40p = £10.00

Cyclists

20 pence per mile

Public Transport

Refunded in full within the city limits. Tickets need to be included with the claim.

Taxis

We cannot pay taxi fares during training or monthly meetings, except for people with mobility difficulties. The training/meetings are timed to allow people to use public transport to get home.

Parking Costs

We endeavor to train/meet at venues with adequate free parking spaces. However, if this is unavailable for some reason, parking costs can be reimbursed in full after discussion with the co-ordinators.

On the Helpline

Expenses for the Helpline are paid as above. The exception to this is:

Taxis

Maximum amount payable **£15.00** per session (homeward bound journey). This is based on the maximum journey distance home within the city boundaries. We have an account with a taxi company, so you will not need to pay them yourself. Please talk to the co-ordinators before your first night on the helpline if you want to use a taxi to come home, and feel that the total amount will be over £15.00.

Carers

Bristol Mind recognises that our volunteers may have caring responsibilities and that these should not prevent them from being involved. Where you require support for children, partners or relatives, we will pay carer's expenses of £5.35 per hour for the hours of actual training attended, i.e. 9.30am to 5pm (7.5 hours), and 6.30 to 9pm (2.5 hours) for evening sessions.

Please submit to us a written receipt showing hours worked, money received and the date, which should be signed by the person who has been paid to support your caring responsibilities.

Telephone

Telephone calls from home incurred whilst carrying out volunteer duties for the helpline can be reclaimed.

Please make sure that you keep a note of all your calls so that you can itemise them on our claims sheet. Claims sheets are available in the office.

Bristol Mind will not be able to pay for costs incurred by the use of mobile phones. Please discuss any difficulties you have concerning this issue with the co-ordinators.

Sundries

If you incur any additional occasional costs that you feel Bristol MindLine is responsible for (e.g. stamps, photocopying etc) please discuss with your key-worker **before** submitting a claim.

All expenses claimed need to come with relevant receipts, dates etc, and to be presented on Bristol Mindline forms. Please address claims forms to:

**MINDLINE ADMIN
BRISTOL MIND
35 OLD MARKET STREET
BRISTOL
BS2 0EZ**

If you live further than 15 miles from Bristol Mind Administrative office please contact the co-ordinators to discuss travel.