

Job Description

Job Title	Hospital Link Volunteer
Service/Department	Mental Health Hospital Link Worker Service
Salary	Volunteer
Hours	Flexible
Base	Colchester (near Town Centre)
Responsible to	Hospital Link Service Manager
Accountable to	Therapeutic Lead

Role Summary:

Mid and North East Essex Mind are working in partnership with Colchester General Hospital to provide a mental health and emotional support service based at the Urgent Treatment Centre (UTC) and their Emergency Department (ED).

We are undergoing an exciting period of growth and have a fresh new mission to create a listening space for attendees to the UTC, and offer compassionate and inclusive mental health support, resources and practical support to promote wellbeing for patients.

We are looking for enthusiastic, friendly, resilient and community minded volunteers to help support our new Hospital Link Service, which operates in Colchester.

If you would like to play your part in supporting better mental health in your community, we would love to hear from you.

Key Responsibilities:

To support the Support Workers and Service Manager with the following tasks:

- Provide a welcoming environment for people when attending the Hospital Link Service hub in person or remotely.
- To offer time limited, practical and emotional support to people.
- Promote wellbeing and a decrease in social isolation.
- To be welcoming and supportive to people accessing the service.
- Support service users when attending appointments with other services.
- Work collaboratively and effectively with the Hospital Link Workers and the North East Essex (NEE) Sanctuary.
- Attend and contribute to team meetings.
- Attend monthly supportive meetings with line manager.

Organisational values: *Post-holders should be able to demonstrate the following:*

Value	Phrase
Listening	We listen to the needs of our wider community and each other – actively engaging, learning and sharing every day
Co-Producing	We believe that the people affected by a service are best placed to help design it and reach collective outcomes together
Trusted	We build trust in our communities by consistently delivering high quality services and being honest in everything we do
Inclusive	We develop inclusive services and support that respect the diversity and dignity of everyone in our communities
Innovative	We explore new ideas and ways of working to build a culture that embraces innovation, excellence and creative solutions
Supportive	We foster a culture of empathy, respect and open communication to support our communities and each other

We are looking for someone who is:

- Warm and welcoming.
- Confident and can establish effective working relationships with teams.
- Be empathetic.
- Able to adapt to the changing work environment and display a positive attitude through periods of change.
- Able to provide reliable support and be resilient
- Is knowledgeable of other community services within the local area.

We can offer you:

- The opportunity to gain experience of working as part of a busy team.
- Induction and on-going training, in topics relating to your role.
- On-going support and role catch ups.
- Experience of working in the charity sector.
- The opportunity to learn new skills.
- Reimbursement of out of office expenses incurred while carrying out activities for Mid and North East Essex Mind, e.g. travel.