



Recruitment

Services Associate



About The Mix

The Mix is a free, confidential support service for under 25s - making a massive difference to over two million young people in the UK each year. Whatever issue a young person is facing, The Mix is always there for them - online, over the phone or via social media. It connects young people to experts and their peers to talk about everything from money to mental health, from homelessness to jobs, from break-ups to drugs.

We are one of the eight charities forming the Duke and Duchess of Cambridge and Prince Harry's Heads Together campaign to end stigma around mental health and will continue to work with them on raising awareness and providing vital help for people with mental health challenges. We work on high profile campaigns to change attitudes and raise awareness with the likes of Daniel Radcliff, Lady Gaga, and most recently Russell Brand. We work with TV shows like Hollyoaks to help young people understand sexual consent and big brands like River Island, Dixons Carphone and Lloyds Bank on everything from money to masturbation.

Today's young people face an unprecedented range of challenges. They are possibly the first generation worse off in physical and emotional terms than their parents. The Mix's mission is to ensure that every young person can make informed choices about their wellbeing – wherever and whenever they are: www.themix.org.uk

Vision, Mission and Values

What we do: The Mix is here to take on the embarrassing problems, weird questions, and please-don't-make-me-say-it-out-loud thoughts that people under 25 have in order to give them the best support through our digital and phone services.

Vision: To be the first point of contact for under 25s. We know that with the right skills and opportunities, you can take on anything that life throws your way.

Mission: To empower everyone under 25 in the UK with the knowledge, skills and confidence to make the right first steps in life. Life is hard, but support doesn't have to be.

Values:

- **Empowering** - we lead, we train & support, we respect, we give space to grow, we give power to chose
- **Brave** - we innovate, we pioneer, we take risks, we tell it how it is
- **Supportive** - we listen, we encourage, we care, we're understanding, we are empathetic
- **Collaborative** - we are open & transparent, we co-create, we respect experience and expertise
- **Proactive** - we create situations, we make things happen, we get things done
- **Non-judgemental** - we do not judge, we do not criticise, we do not blame

Job Description

Job title: Services Associate

Department: Services

Reporting to: Head of Youth Engagement

Responsible for: Volunteers

Overall Purpose of the job: Manage helpline shifts, supporting volunteers taking contacts from young people via phone, webchat and email. Support the delivery of volunteer training with a particular focus on helpline volunteering

Key areas of responsibility:

Training:

- Deliver The Mix training programmes both face-to-face and online to potential helpline volunteers
- Provide effective support and feedback to potential volunteers to improve their confidence
- Create a welcoming atmosphere
- Provide updates to the training team on progress
- Mark assessments and training exercises giving appropriate and constructive feedback

Shift Leaders have overall responsibility for all channels of the Helpline during a shift and this includes:

- Welcoming volunteers on shift (both on-site and remote) as they arrive or sign in, ensuring that they have all the resources and updates they need to do their shift
- Allocating volunteers to specific channels of the helpline, depending on demand, volunteer capability and volunteer preference
- Keeping an overview of all channels and volunteers, providing support as necessary to ensure that a good standard of service is delivered
- Supporting volunteers with risk assessments and making safeguarding referrals to the emergency services
- Calling the on-call staff member for assistance with safeguarding issues when required
- Keeping up to date with developments at The Mix, and ensuring that these are communicated to volunteers as appropriate
- Providing feedback to volunteers on contacts taken, both informally and during end of shift debriefs

Person Specification

Person Specification:

Essential

- Experience of delivering face to face training with adults or young people
- Good attention to detail, time management and good organisational and administration skills

- Strong interest in the issues that affect young people
- Self-starter with the ability to work on own initiative and as an active team member
- Excellent written and oral communication skills
- Experience of delivering support via a multi-channel helpline
- Understanding of safeguarding, confidentiality and safe working practices
- Experience of providing direction and guidance, including around sensitive topics
- Ability to review progress, give constructive feedback and discuss strategies for development
- Ability to work calmly and with patience under pressure
- Computer literate with good typing skills and ability to learn how to use new programs and databases.
- Ability to maintain effective boundaries whilst delivering a service with empathy
- Ability to manage multiple tasks simultaneously and work flexibly

Desirable

- Experience of delivering training in e-classrooms and using e-classroom software
- Experience of volunteering on The Mix helpline services
- Experience of volunteer management
- Availability for last minute cover

Terms and Conditions

Contract: Freelance

Salary: £15 per hour

Location: The Charity's service hub, currently located near Baker Street station, NW1

Hours: Hours will vary and be agreed on a monthly basis; however:

- Standard training hours are weekday evenings 6.30-10pm and Saturdays 10.30am-4.30pm
- Helpline operates between 4-11pm, with service associate shifts varying in duration, usually between 4-7 hours per day.
- Some shifts will become available at short notice to cover staff sickness.

Employee Experience

Check out our 'Meet our Staff' Video on our YouTube channel

https://www.youtube.com/user/TheSiteVideos/featured?disable_polymer=1

Testimonials

Nadia Inwood – Volunteer Manager

I've been working for The Mix now for around 4 years as the Volunteer Development Manager. I really enjoy my role and feel lucky that I work in an organisation that really fosters a positive, collaborative working ethos. On a daily basis I get to work across teams, I really feel this has been a big plus in my personal development. I'm lucky to work with a really great team of people who are all so passionate about what they do. The Mix has some really great benefits too, including weekly socials and opportunities for the staff to get together and have fun. Being a mum of two young children, I really value the flexibility The Mix offers with my working hours. I feel able to balance work and life just a little bit better. What I love the most, is that The Mix never stands still, I'm constantly learning and developing and know I'm making a difference.



Amina Abdillahi – Youth Support Officer

Before starting at The Mix as a Youth Support Officer, I was a volunteer here for about 3 years. What I loved most about volunteering here is how warm and friendly the helpline staff were. I felt lucky that I was able to meet people from all walks of life so when the role came up, I decided to give it a go. Having been a volunteer, I adapted to some things quicker than others. Thankfully the helpline team were very supportive and I was given time to learn the skills I would need to be successful. I enjoy the opportunity to work across other teams and get involved in their projects. The office itself is social and lively, there is definitely always someone to talk to and interact with.

How to apply

To apply, please send a CV and a covering letter addressing the attributes outlined in the Job Description and Person Specification to workforus@themix.org.uk.



Have a look at our social media

