

## The Mix – Helpline Call taker Role Description

### About The Mix

The Mix is here to help 25s and under get to grips with any challenge they face – from mental health to money, from homelessness to finding a job, from break-ups to drugs. Anywhere and anytime; online, over the phone or via social media.

### About this role

As a Call taker Helpline Volunteer, you'll take calls from our service users. You'll provide emotional support and be the vital missing link between their issues and help they need. We don't provide advice and ongoing support to our service users – we aim to empower them with the support and information they need.

### Main tasks:

Taking calls, web-chats and emails from young people; providing them with emotional support and signposting.

### What we are looking for:

- You don't need any prior experience but you'll need to be **at least 18 or older**.
- We're looking for people who can empathise with young people and provide **non-judgemental** emotional support **without advising or directing them**.
- Our Helpline is service user-led so you'll need to be committed to the idea of empowering young people with the support and information they need to make their own decisions.
- You'll need to be able to remain calm and professional under pressure.
- You'll need to be comfortable using a computer including accessing programmes like Microsoft teams and Salesforce. If not, you'll need confident that you could learn and use CRM software effectively.

### What you can expect from us:

- We provide all the training necessary for this role.
- Throughout training and whilst volunteering you'll have regular feedback from staff that will enable you to develop in this role.
- You'll also receive regular contact to ensure your own self-care is supported.

### Skills Gained:

- You'll develop strong communication and active listening skills.

- You'll gain insight into many issues affecting young people and the services and organisations available to support them.

**Training requirements:**

- One, 3 hour introduction session.
- Four, 3 hour evening training sessions and one, full day Saturday training session.
- A minimum of one, 3 hour listening in session
- One, 2 hour evening graduation session
- Once training is completed, you'll be on our induction programme where you'll receive regular support and feedback. You will need to pass induction in order to become a full volunteer.

**Commitment:**

All of our Helpline volunteers currently volunteer on a regular, fixed shift basis. We ask for a commitment of one regular shift a week. Shifts take place between 3:00pm – 12:00am for 3 hours.

Due to the time required to train a volunteer and to become adept in the role, we require a minimum of a 1-year commitment.

**Location:**

This role is currently remote, so anywhere you have an internet connection and a private, quiet place to take calls. Our central London office near Old street may re-open for volunteers in the future.

**How to apply:**

You can apply for this role on our website – [themix.org.uk/volunteering](https://themix.org.uk/volunteering)