

# Mindline Training Information Pack

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# Mindline Training Information Pack

## Dear Prospective Applicant,

**Thank you for expressing an interest in volunteering for Bristol Mindline**

The next volunteer training will take place from October to November 2023, with introductory information sessions being held in late September 2023.

Please read the information in this pack carefully. Included within are the following items:

- A description of the Mindline volunteer role and the commitment expected of volunteers
- Information sheets and training programme displaying dates, structure, and content
- Practicalities and details about volunteering with us

We hope this will help you to decide whether you are interested in volunteering with us.

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## What next?

In advance of the training we will hold a number of information sessions, to enable potential trainees to find out about the service and to help make up your mind about whether you wish to apply.

**You must attend one information session. It is essential to book a place in advance on one of the three information sessions – please see the links below.**

Places on the training are limited, so if after attending an information session you decide that you would like to apply, you will be invited to attend an interview. Please email a completed application beforehand; you will be informed how to arrange this at the information session.

**Please be aware that we ask trainees to attend all of the training sessions\* in the programme below.** Please do not book an information session unless you will be able to subsequently attend every session of the full training.

\*You only need to attend one of the information sessions.

Kind regards,

Jake, J and Alice  
*Mindline Staff Team*

email: [mindline@bristolmind.org.uk](mailto:mindline@bristolmind.org.uk)

Date	Start	End	What?
<b>Information Session Dates (You only need to attend <u>one</u> session)</b>			
Wed Sept 20 <sup>th</sup>	12:00pm	1:30pm	Introductory Info Session <b>FULL</b>
<del>Mon Sept 25<sup>th</sup></del>	<del>2:30pm</del>	<del>4:00pm</del>	<del>Introductory Info Session</del> <b>MOVED TO 2nd</b>
Thu Sept 28 <sup>th</sup> <b>ONLINE</b>	6:30pm	8:00pm	Introductory Info Session <b>FULL</b>
Mon Oct 2 <sup>nd</sup> <b>ONLINE</b>	7:00pm	8:30pm	Introductory Info Session <b>FULL</b>
<b>Interview Dates</b>			
W/C Oct 2 <sup>nd</sup> and 9 <sup>th</sup>	Individual times		One-to-one interviews (online)
<b>Training Dates (You must attend <u>all</u> sessions below)</b>			
Thu October 12 <sup>th</sup>	6:45pm	9:00pm	The Essentials
Mon October 16 <sup>th</sup>	9:30am	4:30pm	Counselling Skills 1
Thu October 19 <sup>th</sup>	6:45pm	9:00pm	Mental Health Awareness
Mon October 23 <sup>rd</sup>	9:30am	4:30pm	Counselling Skills 2
Wed October 25 <sup>th</sup>	6:45pm	9:00pm	Psychiatric Medication & Personality Disorder
Mon October 30 <sup>th</sup>	9:30am	4:30pm	Diversity
<del>Thu November 2<sup>nd</sup></del>	<del>6:45pm</del>	<del>9:00pm</del>	<del>Self-Injury and Self-Harm</del> <b>MOVED to 8th</b>
W/C October 30 <sup>th</sup>	Individual times		Midway reviews (online) – time TBC
Mon November 6 <sup>th</sup>	9:30am	4:30pm	Counselling Skills 3
Wed November 8 <sup>th</sup>	6:45pm	9:00pm	Self-Injury and Self-Harm
Mon November 13 <sup>th</sup>	9:30am	4:30pm	Counselling Skills 4
W/C November 20 <sup>th</sup>	Individual times		Final reviews (online) – time TBC
Thu November 23 <sup>rd</sup>	6:45pm	9:00pm	Induction, policies, Sharepoint etc.
W/C November 27 <sup>th</sup>	6:45pm	9:00pm	Induction session at Mind Bristol's office. Including a Shadow Shift.

## Training Venues

The daytime Information Session(s) will take place at Boston Tea Party on Whiteladies Road, Bristol BS8 2QY (in the function room, upstairs).

The evening Information Session(s) will take place online using Microsoft Teams.

Interviews will take place online using Microsoft Teams.

The Training Sessions will take place at a venue near the centre of Bristol, full details will be provided nearer the time.



## Booking a place on an introductory information session

It is **essential to book a place** and attend an information session if you wish to apply for the training. Places must be booked in advance. It is advisable to book early to secure a place.

Please book your information session by clicking the link below:

Wed Sept 20<sup>th</sup>, 12:00-13:30 - <https://ecv.microsoft.com/6rtmuUcSNd> **FULL**

~~Mon Sept 25<sup>th</sup>, 2:30pm-4:00pm - <https://ecv.microsoft.com/ohWjKdii2M> - CANCELLED~~

Thu Sept 28<sup>th</sup> (**online**), 6:30pm-8:00pm - <https://ecv.microsoft.com/PXB8Ngton1> **FULL**

Mon Oct 2<sup>nd</sup> (**online**), 7:00pm-8:30pm - <https://ecv.microsoft.com/WZVgSUqVA1> **FULL**

After you have booked your place using the above link, within a few days we will send you an email with confirmation and further details.

During the information session we will let you know how to apply for a place on the volunteer training.

## Mindline Volunteering Role

### Volunteers will be asked to:

- Attend all initial and ongoing training (see training programme above).
- Staff the helpline once a fortnight for four hours for a minimum of one year after training.
- We offer hybrid working, and as such volunteers are asked to do a mixture of shifts from home, and from the new Mind Bristol offices just off Park Street in central Bristol.
- 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 arranging shift cover if unable to work your planned shift.
- Attend six-weekly volunteer team meetings.
- Receive one-to-one supervision over the phone from staff within a few days of each shift.
- Work in accordance with all of Mind Bristol's principles and policies.
- Share in covering occasional Bank Holiday shifts, including Christmas and New Year.
- Cover weekends – one shift in every three must include a Friday, Saturday, or Sunday evening.

## Mindline Volunteering Commitment

### 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 services etc. through Mind Bristol'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 through these issues in supervision.
- Demonstrate an understanding of the reasons behind the policies employed by Mind Bristol.
- Respect the confidentiality rights of the caller. For reference, the Confidentiality Policy is included within this pack.
- Show a commitment to challenging all forms of oppression experienced during your involvement with Mind Bristol.

## **How and why a helpline?**

The helpline was set up by Bristol Mind in 1997 in response to research which showed that people using local mental health services wanted more “out of hours” crisis support. In December 2000, the helpline changed its name to 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 a rigorous training programme in which they learn to listen to callers in a non-judgemental way and respond non-defensively. 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 nobody close to talk to. The helpline can also signpost callers to other sources of information on local groups, services, and other resources.

The helpline operates in line with the overall aims and principles of Mind Bristol 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, and depression to suicidal feelings. Sometimes callers want information about a diagnosis they, or someone they care for, has been given; or they may have relationship difficulties or need to talk about a bereavement. All volunteers receive extensive training to respond to these calls.



## Who volunteers for the helpline?

Our team of volunteers come 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 provides skills and a work experience which can help people in their recovery or just help people feel connected to the wider community.

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 LGBTQ+ communities, and so very much encourage people from these groups to apply.

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

## Training

All volunteers go through the **Bristol Mindline Telephone Counselling Skills Training**, which takes place over five weeks. 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 phone. Supervision sessions typically take 30 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. On each shift you will always work with at least one other volunteer.





## **Fun**

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

## **What will the training be like?**

The training is designed to be an ongoing 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 against set criteria. There is a one-to-one review meeting halfway through the training programme 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.

- All-day training session and evening sessions will take place in a group of 12 trainees in a venue near the centre of Bristol.
- The induction session, and final training will take place at Bristol Mind's offices just off Park Street, near the city centre.
- Initial interviews and ongoing reviews during the training will take place online using Microsoft Teams.
- The Mindline Service is open from 7pm – 11pm, Wednesday to Sunday.
- For your first few shifts, we will ask all new volunteers to work from the Mind Bristol office.
- There will then be a mix of working some shifts in the office, and some shifts from home. An app is used to answer calls on the volunteer's mobile or laptop – callers do not see the volunteer's telephone number.
- Staff are on-call to support volunteers during all shifts, whether working in the office or at home.

**End of Information Pack**