



## Volunteer

### Listening Service for Hull Peer Support Clients

Hull and East Yorkshire Mind is looking for compassionate volunteers to provide a listening service for our awaiting Peer Support clients in Hull. This role is vital in offering emotional support and a safe, non-judgemental space for clients to share their experiences and feelings, helping to improve their mental well-being.

#### What the Role Involves:

- Offering a supportive and empathetic listening ear to clients
- Providing emotional support during one-to-one sessions
- Encouraging clients to express their feelings and experiences
- Signposting clients to further services if required
- Maintaining confidentiality and professional boundaries
- Hybrid role, combining in-person and remote support options

#### Skills and Experience Required:

- A genuine interest in mental health and supporting others
- Strong active listening and communication skills
- Empathy and understanding of mental health issues
- Ability to remain calm and patient in emotional situations
- Commitment to maintaining confidentiality and respecting boundaries
- Basic IT skills for remote communication
- Experience working with individuals facing mental health challenges (desirable but not essential)

#### What You'll Gain:

- A deeper understanding of mental health and its impact on individuals
- Enhanced listening and communication skills
- The opportunity to support individuals in their mental health journey
- Opportunities to meet new people and be part of a supportive team
- Ongoing training, supervision, and support from the Volunteer Coordinator and team members
- Paid expenses, as well as training and induction
- The chance to make a meaningful difference in the well-being of others

#### What happens next?



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