



## Volunteer

### CYP Therapy Services Waiting List Support

Hull and East Yorkshire Mind is seeking volunteers to support young people and families who are on the waiting list for our CYP (Children and Young People) Therapy Services. We ask for a minimum commitment of 5 hours per week, which can be spread across the week as preferred. Support is provided during office hours: Monday to Friday, 9 am–7 pm.

#### What does the role involve?

- Making regular contact with young people and families to keep them informed about waiting times
- Providing general mental health support and discussing sensitive topics, including self-harm and suicidal ideation
- Signposting to appropriate local services and resources for additional support
- Identifying and escalating any risk or safeguarding concerns
- Updating records accurately and in a timely manner
- Completing the following mandatory training before starting:
  - Safeguarding training (Level 2) for children and adults
  - Confidentiality training
  - Any additional volunteer training provided by Hull and East Yorkshire Mind

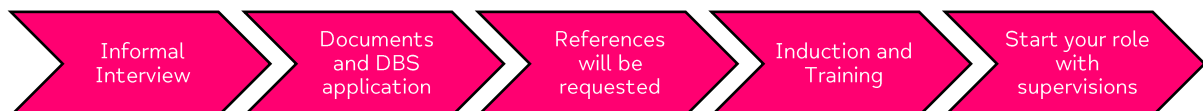
#### What skills and experience do I need?

- Empathy and compassion
- Confidence in making contact over the telephone
- Ability to discuss general mental health topics and handle conversations about risk
- Awareness of safeguarding principles and ability to identify risk
- Basic IT skills for updating records
- Knowledge of local services in Hull and East Riding, or a willingness to learn about them

#### What will I gain from volunteering in this role?

- A deeper understanding of mental health and its impact on young people and families
- Improved communication and safeguarding skills
- The opportunity to make a positive difference during a crucial waiting period
- Ongoing support from the Volunteer Coordinator and team members
- Paid expenses, as well as training and induction

#### What happens next?



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