



Drop In Volunteer

Role description & person specification

Position: Drop In Volunteer

Responsible to: Participation & Wellbeing Coordinator

Hours: Friday 3:45 - 8:15pm

Location: 3 Kingswell Steet, Northampton, NN1 1PP

The Lowdown:

The lowdown aim is to provide a caring environment to support young people on their journey towards positive emotional health and wellbeing. We do this by providing free and confidential Counselling, Wellbeing support, Information and Guidance, Sexual Health support and LGBTQ+ services for 8-25 year olds in Northamptonshire. Our fully trained team provides safe, friendly, and non-judgemental services for young people.

Description:

We are looking for friendly, approachable, and non-judgemental people to support the running of our Drop In service. This service runs countywide with our REACH collaborators, across six days a week, for 8–25-year-olds and their parents/carers. If a young person finds themselves needing support with their mental health and emotional wellbeing our professional mental health workers can offer a safe space to talk and be listened to. Young people can access wellbeing activities, 1:1 with our drop in workers and even book in a 1:1 with our therapy dog, Harper. The Drop In can also be accessed remotely via telephone (07985268134) or by pre-booking an appointment via our landline (01604 634385).

Full induction and training will be provided to ensure the mental health support is delivered safely.

Your role will include:

1. Meeting and greeting service users at the new entrance.
2. Triaging and assessing service users' needs to appropriately place them in the right part of the building.
3. Making drinks and offering snacks.
4. Engaging in wellbeing activities with service users.
5. Supporting the team with crisis support. (STORM training provided)
6. Listening to service users, offering support, guidance, or signposting (relevant to their needs)
7. Providing general support in the waiting room and lounge to young people aged 8-25 and their parents' carers to enhance mental health and overall wellbeing.
8. Support parents/carers in understanding and responding to their young person's mental health needs.
9. Maintain accurate records of sessions and actions ensuring confidentiality and compliance with safeguarding policies.
10. Ensure the safety of young people and families by adhering to safeguarding policies and procedures.
11. To adopt the agencies approach of empathy, warmth, acceptance, authenticity, compassion, and humanity.
12. Additional if wanting: Providing Sexual Health support (C-Card service), signpost relevant service users to the sexual health clinic and keep accurate records of information.

Person Specification

1. Communication skills
2. Ability to be reliable and punctual
3. Collaborative team working
4. A passion for improving the Mental Health of Young People
5. Listening skills
6. Non-judgemental
7. Understanding of the importance of professional boundaries when working with vulnerable individuals.
8. Good knowledge and awareness of Safeguarding procedures
9. Capable of self-awareness
10. Discretion when dealing with confidential information
11. Some understanding of mental health difficulties
12. Adaptable and able to work in what can be a challenging environment

Successful applicants are subject to an enhanced DBS disclosure, reference check and must be over the age of 18.

If you are interested in the position, please email rebeccakings@thelowdownnorthampton.co.uk for an application form, thank you.