

VOLUNTEERING AT THE STUDENTS' UNION

ABOUT THE UNIVERSITY OF NORTHAMPTON STUDENTS' UNION

The University of Northampton Students' Union is a member-led organisation with over 14,000 members, all students of the University of Northampton. It provides a wide range of services from retail and bar outlets to academic advice, from democratic activities to leisure time activities, free societies and free sports.

Our first priority is student representation and to ensure this we are entirely independent from the University, but we do work closely with them and have representatives on University Committees – our President even sits on the board of Governors. Our aim is to ensure our members have the best student experience possible and this is where our many volunteers come in.

YOUR ROLE AS A VOLUNTEER

As a volunteer you will work for the Students' Union and be an ambassador for the organisation. Each volunteer role is integral to delivering a service to our members, and without volunteers the organisation would cease to exist.

As a result, we value our volunteers hugely. Whilst we do not reward our volunteers financially, we do put a structure in a round them to allow them to develop. Our mission as an organisation is *"To Create 'Confident', 'Aspirational' and 'Knowledgeable' members who are ready for their next professional step"*

The role description below details what your duties are, as well as showing what skills you will develop and what training we will provide you with.

By working with your designated staff member, you will be able to succeed in your role and become a more confident, aspirational and knowledgeable volunteer. You will be able to evidence your progression, and upon graduating, make the professional progression you were seeking.

We wish you all the best in your role, and hope you enjoy working with us as much as we enjoy having you.



Phil Sturgeon
Chief Executive Officer

University of Northampton Students' Union

NIGHTLINE LISTENER - ROLE DESCRIPTION

| | |
|-----------------------------------|---|
| Term: | Up to individual volunteers |
| Expected Commitment: | 7 hours every two weeks (Term-time) 2 Day introduction Nightline Training (weekend) 1 Day top Up Training (weekend) 2 hours Instant Messaging training (and top-up training) |
| Location: | Park Campus. |
| Designated Student Leader: | Nightline Coordinator, Nightline.Group@northampton.ac.uk |

What is Nightline?

Nightline is a student listening service which is open at night and run by students for students. Every night of term, student volunteers answer calls, and instant messages from their fellow university students about anything that's troubling them.

Visit the [Northampton Nightline Website Here](#)

Main Activities

- To run the Nightline phone and instant messaging service.
- Work in a team of 3 on each shift.
- To offer a non-judgmental active listening support service, for all student users.
- The role is not to give out advice or lecture individuals.
- To maintain the anonymity of all phone callers and other Nightline volunteers.
- Ensure that all procedures and policies are upheld at all times.
- To report to the designated Nightline Project Leaders and SU member of staff.

Nightline 5 Principles

1. Confidential: - What callers discuss with Nightline volunteers will not be shared outside of Nightline.
2. Anonymous: - Callers don't have to give any identifying details about themselves.
3. Non-judgmental:- Nightline volunteers don't judge and support callers through whatever it is they're going through.
4. Non-directional:- Meaning callers decide what they want to talk about and the Nightline volunteer gives them a safe space to do this.
5. Non-advisory:- Nightline gives the caller space to make their own decision, and supports them in this rather than telling them what to do. "We'll listen, not lecture."

Training

All candidates will need to go through an application and interview selection process. Upon completion they will need to attend a 2-day training course, and later attend a 2-hour Instant Messaging training session.

Successful candidates will be required to undertake an induction with key Union Staff and Officers. This will cover everything you need to know to be a Nightline Listener, an introduction to the Union, how to go about your role, diversity training and how to access funding. Below is a list of sessions you will be expected to attend to complete your role:

| Compulsory | |
|--|--|
| Introduction to the SU | Online 1 hour |
| 2 day Beginners Nightline Listening Training, this includes training with the Samaritans | Saturday and Sunday 10am – 4pm both days |
| 1 day Nightline Top Up Training, this includes training with the Samaritans (This is done after you have been on the service for a few months) | Sunday 10am – 4pm |
| 2 hour Instant Messaging Service Training + Test | Dates to be set throughout the year |

SKILLS/INTERESTS

During your time in the role we expect that you will develop the following skills that will contribute towards your own personal development and the Employability Plus award:

- | | |
|---|--|
| <input checked="" type="checkbox"/> Communication | <input checked="" type="checkbox"/> Team work |
| <input checked="" type="checkbox"/> Positive work ethic | <input type="checkbox"/> Networking |
| <input checked="" type="checkbox"/> Organisation and action planning | <input type="checkbox"/> Problem-solving, analysis and investigation |
| <input checked="" type="checkbox"/> Self-management and reflective learning | <input type="checkbox"/> Leadership |
| <input checked="" type="checkbox"/> Opportunity-recognition | <input type="checkbox"/> Influencing, persuading and negotiating |

COMMITMENT & LOCATION

- Friday Nights Term Time only, 8.30pm - 3.30am
- Minimum of once a fortnight
- Extra shifts will be added once there are a sufficient number of trained volunteers.
- As this shift is evenings and once a fortnight, you will be able to manage you're volunteering around your existing commitments and academic work.
- The role will take place in the Nightline Office only.
- Attend all listed compulsory training in full.
- You are must never give advice or lecture.
- You must never public announce you are a Nightline Listener, or point other nightline Listeners.
- You must follow Nightline's confidentiality policy in regards to the confidentiality of our callers.

WHAT YOU'LL GET OUT OF IT

- The opportunity to develop the skills outlined in the section above.
- Access to a tailored training to support your development
- Recognition of your commitment through the University's Employability Plus Award
- Access to funding and resources to support your chosen student activity
- Sense of achievement of making a real difference to the lives of those studying on campus
- The opportunity to work with many interesting people within our student community

RECRUITMENT PROCESS

There is a strict application and interview process which you must pass. Successful applicants must complete a 2-day training course, and later attend a 2-hour Instant Messaging training session, however, please bear in mind if at any point you do not complete the training or that you have not successfully understood your role within this scheme you will not be able to take on a role as a Listener.

If at any point you feel you no longer can take part in Nightline you are able to stand down.

More details will be sent to you when we receive your application.

If you have any questions about the recruitment process or the volunteer role, please don't hesitate to contact the Nightline Coordinator at: Nightline.Group@northampton.ac.uk

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