

# Mental Health First Aider (MHFA) - Role Description

## 1. Main Purpose of the role

To provide confidential, face-to-face emotional support for colleagues experiencing feelings of distress or despair, and when appropriate to signpost clients and provide continued support if necessary.

## 2. Position and Support Chain

Accountable to: The Welfare Counsellor

Liaises with: The Welfare Counsellor, the Occupational Health Unit Nurses, HR and MHFAs

Works within a team of: MHFAs

## 3. Key Responsibilities

- To provide confidential and non-judgemental emotional support
- To uphold the MHFA Values, Policies and Procedures
- To support other MHFAs to debrief and provide emotional support to them if necessary
- To report all contacts and debrief with the Welfare Counsellor at the end of the week, or earlier if necessary
- To liaise with the Welfare Counsellor and/or Occupational Health Unit in respect of difficult or emergency situations
- To attend monthly MHFA meetings whenever possible around your work commitments
- To attend training sessions as required

## 4. Qualities and Experience

- Ability to maintain confidentiality within the Welfare department and MHFA group always
- Ability to actively listen, without judgement or prejudice
- Clear communication and team working skills
- Ability to deal with clients sensitively and discreetly, including vulnerable adults and those with mental health conditions, as necessary
- Ability to recognise the need for support (in themselves and others) and to seek or provide support where necessary
- Self-awareness of own emotional triggers
- Demonstrate an understanding and acceptance of MHFA values and mission

## 5. Timescales

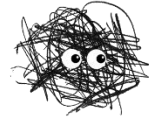
- Meetings should be arranged in half hour slots, which can be increased to one hour where necessary
- In emergency or crisis situations, you may be required to offer more time to provide continued support or accompany someone home/to A&E
- You are required to record all MHFA hours in a simple timesheet each week Welfare records only. There is no minimum or maximum time requirement for MHFAs

## 6. Location and Expenses

- All MHFA meetings to take place in/on National Theatre Property
- In the rare event where you are required to travel offsite (to accompany someone home or to A&E), a member of Welfare and/or OHU will be aware and contactable
- Any out-of-pocket expenditure for emergency travel, beverages or food spent on behalf of a client will be reimbursed

## 7. Benefits

- Opportunity for personal development
- Opportunity to contribute and share existing skills



- Development of new listening and communication skills which can be used in all aspects of your life
- Give something back to the National Theatre community

**8. Recruitment and Selection Process**

Requirements:

- Attendance at an Information Session
- Completion of an MHFA application
- Attendance at an interview with the Welfare Counsellor
- Attendance of a training session
- Successful completion of a 3-month probationary period, including a review meeting with the Welfare Counsellor