



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