

- Join a warm and supportive community that shares a mission to support people who are struggling to cope
- Gain a sense of pride, satisfaction and purpose from taking conversations that help children and adults get through difficult times and that save lives
- Learn and develop a wide range of skills and experience that will help you in both your work and your personal life
- Volunteer from the comfort of home, at flexible times that suit you

*"Love the community feel, the continued learning, love Shout generally and all it has to offer. Best volunteering role I've ever done!"* Shout Volunteer

## What is Shout?

Shout is the UK's only free, confidential, 24/7 text messaging support service that helps anyone who is struggling to cope. If you text SHOUT to 85258 you'll be connected to a volunteer to have a conversation. Volunteers are at the very heart of our service and crucial for our success. They are exceptional people who have taken 1.4 million conversations with people who are anxious, stressed, depressed or suicidal and who need immediate support.

*"I'd like to say a big thank you for saving my life. Without you by my side, I'd not have been here 6 months ago."*

**Texter feedback**



# What do Shout Volunteers do?

As a volunteer you'll take text conversations with children, young people and adults who are struggling to cope. You'll make people feel calmer and less distressed, and help them take steps towards feeling better.

- **95%** of volunteers say being a **Shout Volunteer** gives them a **sense of purpose**
- **91%** of volunteers would **recommend** being a **Shout Volunteer** to others

"Thank you so much for taking the time to listen to me. you have helped me in so many ways and I'll forever be grateful." **Texter feedback**



Actor Laura Aikman has been volunteering with Shout since the start of 2022. Laura feels that the training has made her a better listener in her own life and finds that the role gives her a sense of purpose.

"If you're looking for something meaningful to do in your spare time, become a Shout Volunteer!"

# What skills will I gain?

Shout Volunteers receive 25 hours of training in communication, listening, managing and assessing risk and problem solving skills. Shout's continuing development programme will give you skills that can help you at work, in your career path and in your personal life.

- **85%** of volunteers feel they are gaining **mental health knowledge and skills** that they can use in their lives beyond Shout
- **74%** feel that being a Shout Volunteer has **improved** their **own wellbeing**

"You can tell that you've helped people, it is purposeful and instantly rewarding." **Shout Volunteer**

Angus is a 53-year-old father. After facing his own mental health challenges he became a Shout Volunteer to help others receive free, crisis support. The experience gave Angus a new sense of worth and he is now training to be a counsellor.

"I will never stop volunteering for Shout because the knowledge and experience I have already gained is priceless."



Visit [giveusashout.org/volunteer](https://giveusashout.org/volunteer)

## What support will I receive?

You'll receive round the clock support from Supervisors as you take conversations, to help you learn and grow. Dedicated Coaches will provide you with ongoing development opportunities.

"The kindness and positivity from the Supervisors during and at the end of each shift makes me feel most valued."

**Shout Volunteer**



## What about the Shout community?

When you join Shout you'll become part of a like-minded community of volunteers, Supervisors and Coaches who share a mission of supporting texters through difficult times. The community is warm, empathetic and mutually supportive.

"I was a little surprised on my first shift by how many messages I got from other volunteers welcoming me. It felt so warm and supportive - a really nice place to be!" **Shout Volunteer**



Emily is 25 and one of our newest volunteers. She signed up for training to help others after having a positive experience of using Shout herself. Emily is finding volunteering incredibly rewarding and has felt really supported by both clinicians and the Shout Volunteer community.

"From day one of signing up to training, right through to my first shift and beyond, the support from Shout has been incredible."

"I cannot express what this conversation has done for me. I was taken out of the situation where I felt lonely and like no one cared. I honestly cannot thank you enough for your help." **Texter feedback**

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## How flexible is volunteering?

Volunteering for Shout is truly flexible. You can volunteer from the comfort of your own home or any private place. Shout Volunteers do one 2-4 hour shift per week and choose times that best suit them.

- **99%** of volunteers like the flexibility Shout offers

*"It fits well into my current busy schedule as I am able to volunteer any time I like from home."*

**Shout Volunteer**



## Who are our volunteers?

We have volunteers from every region in the UK and a team of volunteers on the other side of the world in New Zealand who help us maintain our 24/7 service.

Shout has a highly accessible and inclusive volunteering offer and our volunteers come from a wide range of diverse backgrounds. We have volunteers of all ages from 18 - 80 and from the deaf and blind communities. From therapists to air traffic controllers, chefs to students and prison chaplains, our volunteers have been equipped with the active listening skills they need to support people texting in with issues that include suicide, depression, anxiety, loneliness, relationships and self-harm.

*"I realised sometimes you just need to talk to someone to bring you back from the edge. Someone who listens and is non judgemental... It made me feel so much better this evening...."* **Texter feedback**



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## How do I apply?

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