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| **Role title** | Recovery and Community Inclusion Services Volunteer |
| **Responsible to** | Senior Support Worker/Wellbeing Services Manager |
| **Remit of the post covers** | Medway |
| **Department** | Wellbeing Services |
| **Hours** | Part time, variable |
| **Location** | Chatham – Office base/Community Venues |

**Purpose of Role**

This role is to support our delivery Recovery and Community Inclusion Support Services to people over 17 who experience mental health issues.

**Structure of the Role**

Volunteers are supervised by the Senior Support Services Worker or the Wellbeing Services Manager. They must be flexible to work in several venues throughout Medway as required.

Travel expenses can be claimed in line with our policies and procedures.

Time and hours will be negotiated at the point of accepting a volunteer role. We ask for minimum commitment of 6 months.

**A: Duties of the Role: General**

These duties apply to all North Kent Mind volunteers, whichever service they work for:

1. To work within a framework which:
   * + Abides by all the policies of North Kent Mind, including Equal Opportunities, Confidentiality and Health and Safety.
     + Promotes Social Inclusion, Empowerment, Well-being, and the Recovery Model
     + Respects, encourages, and builds on individual clients’ coping strategies, skills and autonomy.
     + Maintains good liaison with any other outside agencies as is necessary
     + Promotes good joint working, links, and cross-referral with all North Kent Mind colleagues.
     + Adheres to the principles of the Social Care Standards as defined by the GCSI
2. To participate in supervision sessions.
3. To attend training

**B. Duties of the Role: Common**

1. To maintain communication with team colleagues.
2. Support the team to embed all Live Well Medway outcomes and methodology into the service.
3. Support the efficient facilitation of outcome monitoring systems and inputting of outcome data

**C. Duties of the Role: Specific to chosen volunteer role/roles**

**Open and Activity Sessions Volunteer (1 x Saturday digitally and 1 x Weekday in-person/blended)**

These Sessions will be normally 2 hours in duration, with a further hour for to allow for set-up and clear-up. Recovery and Community Inclusion Support Volunteers working in these sessions will support paid staff with some aspects of the sessions they run. These include:

1. Support setting-up the venue or digital activity prior to the session starting and clearing up at the end of the session as applicable.
2. Ensuring a register of participants is kept.
3. Organising the provision of snacks and refreshments where this is part of the North Kent Mind Service, and there is no onsite resource.
4. Facilitating and arranging activities as informed through consultation with participants.
5. Offering individual service-users support, advice, information, and a listening ear, but to ensure such 1-to-1 work is not to the detriment of the other session roles.
6. Dealing appropriately with any crises or incidents which occur.
7. Welcoming new service users and ensuring they are identified to a support worker:
8. Supporting staff to ensure that all relevant registration paperwork is fully completed
9. Promoting, as appropriate, other North Kent Mind services, and further information on the drop-in/activity sessions
10. Supporting the signposting service-users to other relevant services run, Live Well Medway, North Kent Mind, or other local providers.
11. Ensuring service-users are aware of, and abide by, the Code of Conduct
12. Support staff, as required, with the monthly Coproduction Forum where this coincides with the sessions they run, and ensuring it is adequately minuted and encourages user-participation and empowerment.
13. Support staff with regular monitoring processes
14. Support staff to fully embed MECC and the Five Ways to Wellbeing
15. Support staff with utilizing the ONS regularly

Where sessions have a focus on developmental activities:

1. Support facilitation, as required, and service user participation in the group activity in accordance with accepted good practices.
2. Support the collection of feedback from participants as required

**Self-Management Groups Volunteer (Coping with Life and Mindfulness)**

1. To help run groups of participants who suffer from similar mental health conditions, enabling them to find and share ways of managing these conditions better, using Coping with Life and Mindfulness models approved by North Kent Mind.
2. Support staff to ensure a register of participants is kept and all monitoring data is completed.
3. Providing support to service users involved with the activity
4. Support the collection of feedback from participants to improve performance

**Tablet Loan Scheme Volunteer**

1. To help staff ensure digital inclusion of all registered service users.
2. To liaise closely with the staff to ensure an efficiently monitored and supported tablet loan scheme.
3. Supply basic IT support as required to enable service users to attend digital sessions.