

Role title	Wellbeing Services Volunteer
Responsible to	Wellbeing Services Manager
Remit of the post covers	Peer Support
Department	Wellbeing Services
Hours	Variable
Location	Dartford, Gravesend, Medway

Role Description:

This role is to support our delivery of Wellbeing Support Services to people who experience mental health issues.

Once registered for the service, clients will be able to engage to achieve co-produced group support within regularly reviewed timelines lasting 12 weeks, to prevent dependency. A recurring theme will be creating **peer leaders**, participants becoming leaders. Through empowerment, training plans, recovery, and support, service users can become volunteers and service facilitators. The process facilitated and supported by the peer support worker with support and appropriate training.

The support pathway over 12 weeks, and includes engagement with group work and social activities.

In-person group peer support sessions via one weekly 2-hour social event '**Options**' for people, organised and planned by the peer coproduction, supported by peer leaders, would occur within the local area at flexible times, for example, a group meal. Promoting social inclusion and reducing isolation. This aspect of support helps service users to form relationships with people who have the same or similar experiences while building confidence and soft skills.

A weekly in-person 2-hour psychoeducational peer support groups for people themed around recovery and change based on our experience with peer support. Information will be supplied and linking in with additional resources as appropriate. Developing self-management tools, soft skills, open dialogue to encourage sharing and development of self-awareness, using set activities for prompting engagement and discussion.

Individual peer support and a listening ear would be integral to the peer support offer; hence all service users registered to the service can access support via virtual or telephone one-to-one sessions, in person individual support would be limited. However, this is restricted to set times each week, these limited slots are pre-bookable and some available at short notice. Set at a maximum of 50 minutes of support once a week to prevent development of dependency.

Person Centred and accessible. We ensure accessibility and quality by creating culturally sensitive, safe services that people trust and want to use. We embrace the principles of providing physical, psychological, and emotional safety, trustworthiness via transparency exists in our policies and procedures, individual choice and control via person centred support, collaboration via coproduction, and empowerment by giving people a strong voice in decision-making.

Structure of the Role

Volunteers are supervised by the Wellbeing Services Manager. They must be flexible to work in several venues throughout the area 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.

Currently Wellbeing Services are expected to be in person, although weekend or evening client work may be facilitated remotely as instructed by the Wellbeing Manager.

A: Duties of the Role: General

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

- 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
- To attend training as required
- To maintain communication with team colleagues
- Support the team to embed all Live Well Kent outcomes and methodology into the service
- Support the efficient facilitation of outcome monitoring systems and inputting of outcome data

B. Duties of the Role: Specific

- Embed all required outcomes and methodology into the service.
- Signposting and linking in individuals who are unsuitable for the services.
- Dealing appropriately with any crises or incidents which occur.
- Ensuring service-users are aware of, and abide by, the Code of Conduct
- Embed coproduction in all aspects of support.
- Support the structure of sessions for the given activity.
- Facilitate the group activity in accordance with accepted good practices.
- Collect feedback from participants as required.
- Provide accessible, culturally sensitive, safe services that people trust and want to use.
- Work closely with exiting peer services.
- Engage participants in a combination of options to achieve co-produced support with regularly reviewed timelines, every 12 weeks.
- Ensure no duplication of support, prevent dependency, and work closely with local peer support services.
- Support and facilitate the creation of peer leaders, participants becoming leaders and volunteers within the service. Through empowerment, training plans, recovery, and support
- Support a coproduced support pathway over 12 weeks which includes engagement with the appropriate variables; individual work, befriending, group work, and social activities
- Support in person group peer support sessions: i) A weekly 2-hour social event 'Options' organised by the peer coproduction, supported by peer leaders, and would occur within the local area at flexible times, ii) A once weekly 2-hour psychoeducational peer support group themed around recovery and change.
- Facilitate a limited individual peer support and a listening ear.

