

Role title	Wellbeing Services Volunteer
Responsible to	Wellbeing Services Manager
Remit of the post covers	Recovery Based Activity Groups
Department	Wellbeing Services
Hours	Variable
Location	Dartford, Gravesend, Swanley

Role Description:

This role is to support our delivery of Wellbeing Support Services to people over 17 who experience mental health issues.

Recovery Based Activity Groups are 2-hour sessions in community locations promoting wellbeing, inclusion, connectedness, reducing social isolation and loneliness. Offering support and enabling sustainment of recovery. A rolling 12-week **Recovery and Wellbeing Programme** of structured activities, designed by coproduction with service users, creativity and self-expression via crafts and art, physical activities such as Tai Chi, open dialogue regarding wellbeing topics nurturing social skills, and skills for life.

Dartford Area (weekly x 2 hours)

Gravesend Area (weekly x 2 hours)

Swanley Area (weekly x 2 hours)

These sessions are followed by a 1-hour **Wellbeing Space**, individuals can discuss their mental health support needs, gain support and information, register and link to further LWKM support sessions and peers.

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

Recovery Based Activity Groups Volunteer

These Sessions will be 3 hours in duration, with a further hour for to allow for set-up and clear-up. Wellbeing 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 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
10. Supporting the signposting service-users to other relevant services run, Live Well Kent, North Kent Mind, or other local providers.
11. Ensuring service-users are aware of, and abide by, the Code of Conduct
12. Support staff with regular monitoring processes