



For better  
mental health

## Mind in Camden

### **Role description: General Volunteer**

This role description outlines the key points about the above role. Mind in Camden offers training and induction to all General Volunteers.

#### **Role purpose:**

The role of the General Volunteer is flexible to suit the needs of the service and the volunteer. The General Volunteer will work as part of a team providing support to day service members to assist and help promote their recovery. The volunteer will work alongside volunteer Foundation Support Time and Recovery workers, paid Intermediate and Senior STR Workers as well as other volunteers. The Day services are provided at our bases in Camden Town and Swiss cottage, as well as various community venues throughout the borough of Camden.

The role can include:

- Taking part in the running of drop in sessions at resource centres including opening up and locking of the building.
- Taking an active part in the practical running of the day centre (s). For example, meeting and greeting service users, basic administration tasks, assisting in keeping the centre(s) looking welcoming.
- Providing practical support to service users to develop and manage their dignity and independence
- Facilitating support and / or activity groups for service users

During volunteering you will be expected to:

- Work in accordance with Mind in Camden's policies and procedures\*
- Keep accurate records
- Report regularly to your supervisor
- Take part in team meetings

\* Mind in Camden's *Volunteers' Handbook* outlines the basics, which will be covered in your induction and training. Any other general policies, as well as the Day Service specific policies and procedures that are relevant to your role, will also be covered in your induction and training.

**Skills and experience required:**

Prior to training and induction potential volunteers should have:

- A keen interest in mental health issues
- A non-judgmental approach to people
- Basic literacy and good communication skills, including listening skills
- An acceptance of the need for supervision.

Mind in Camden request that General Volunteers offer:

- At least 5 hours per week of volunteering
- 6-12 months of service

**November 2007**