



## Support and Connect

Support and Connect is a Mind in Camden and Likewise Service providing local residents with practical and emotional support.

Working in partnership with Camden and Islington Foundation Trust, the Support and Connect Service (also known as SPA) provides coordinated, person-centred and flexible community support, responding to service users' self-defined needs.

Key workers and volunteers work with a caseload of service users offering this support whilst helping to connect with local community services.

## Role Description - Support and Connect Volunteers

The role is suitable for someone with experience in/or an interest in mental health and ideally able to commit to a **minimum of 7 hours a week for 6 months**. It offers flexible working to fit with pre-existing commitments.

Volunteers within this role provide a combination of practical and/or befriending support to clients. You will work closely with a key worker to do this.

Practical support could include:

- 1:1 informal meetings/walks with service users in the local community or nearby their homes
- 1:1 support with shopping, getting to/from appointments
- Support with technical devices, e.g. learning how to use emails or access video calls etc.

Befriending involves:

- Regular phone support (frequency of calls dependant on individuals)
- Raising any concerns with key workers
- Keeping clear records of service user conversations

***Please note that this role is subject to change in line with government guidelines.*** This role includes full online training, including confidentiality and in-house safeguarding training.

## Skills and Experience Required

- You are comfortable speaking over the phone and engaging sometimes hard to reach people in conversation
- You are approachable, friendly and engaging both in person and over the phone
- You are adaptable, and can take a flexible approach to your work and time
- You have a basic understanding of email programmes, Microsoft Word and Excel
- You can provide a small amount of admin - keeping records of contact with service users and providing updates to your line manager
- You are able to work independently and to utilise support effectively

- You can commit to the role for a minimum of 7 hours a week (flexi) for 6 months- volunteering is possible on weekdays only ( no weekends)
- You complete a DBS (arranged and paid for by us) and can provide two referees

**We will provide:**

- Volunteer supervision - please note this is *non-clinical* supervision
- Training and access to online resources prior to starting the role
- PPE for any in person support

**Thank you for your interest in volunteering with us.**