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### Role description: Phoenix Recovery Volunteers

The Phoenix Recovery Volunteers provide a variety of forms of support to members of our Phoenix Service to assist and promote their recovery. They work alongside paid Senior Recovery Workers, Specialist Sessional Workers and other volunteers. The Phoenix provides services from its base in the heart of Camden Town, as well as various community venues throughout the borough of Camden.

The role offers different opportunities depending on the skills and interests of the Volunteer and the current needs of the service.

* Taking an active part in the practical running of the service e.g. meeting and greeting service members, basic administration tasks, helping to keep the service welcoming.
* Providing positive informal social support to members.
* Supporting members on a one-to-one basis in working towards their identified recovery goals.
* Supporting members with other specified individual support depending on their recovery goals (e.g. befriending)
* Supporting members to access other services and resources e.g. this could include accompanying people to appointments and helping them fill in forms.
* Facilitating support and/or activity groups for members.
* Participating in, or facilitating workshops.
* Participating in the delivery of special events or activities.
* Supporting members to access community facilities.
* Supporting the ethos of co-production, through encouraging members to identify personal strengths and use these in participating in the running of the service.

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.
* Work purposefully to promote an ethos of co-production, hope and recovery.

\* 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 Phoenix-specific policies and procedures that are relevant to your role, will also be covered in your induction and training.

Skills and experience required:
You need

* A keen interest in mental health and wellbeing.
* An open mind and a non-judgmental approach to people
* Basic literacy and good communication skills, including listening skills
* Willingness to take part in training
* Willingness to participate in team meetings and meetings with your supervisor.

Mind in Camden request that Recovery Volunteers offer:

* At least 4 hours per week of volunteering
* You should be available to volunteer at the start of the shift or that your hours should finish at the end of the shift - i.e. not cutting across the middle of the day
* At least 6 months of service