



The Community Programme at Mind in Camden

Community Engagement Volunteer:

Volunteer Tasks Descriptions

- Facilitate and participate in running activity-based, well-being groups for Mind in Camden members who are socially isolated or in need of support around their mental health.
- Provide 1-2-1 peer support to members who may experience “challenging” emotions during group sessions.
- Book, process, and take referral meetings with new potential members, regularly checking in to track their well-being goals as they spend their year with us.
- Schedule text messages, email, and telephone reminders, to engage members with the range of activities we offer.

Location:

You will work at Mind in Camden offices and various community settings throughout Camden.

Purpose:

In collaboration with our partner organisations, we run a series of well-being groups to bring socially isolated people together to engage in meaningful activities. We run these groups in the community, often with organisations that need to gain experience supporting people struggling with their mental health.

Your primary purpose will be to volunteer alongside the delivery organisation, assisting members who may need extra support. You will model Mind in Camden’s values and foster open conversations around mental health with external organisations. We expect you to participate in the activity, providing practical support to people who may need it, while having 1-2-1 meetings with people if they experience distress while attending one of our groups. You will also act on any safeguarding concerns, relaying these to your line manager at the soonest opportunity.

You will play a key role in processing new referrals coming into the service, and we will give you a small caseload of members to have quarterly check-in meetings. These check-in meetings aim to have open and honest dialogues with people, acknowledging their achievements and identifying any barriers to them meeting their goals. You will record people’s journeys with us using Dialog+ as a starting point to structure your meetings. You will promote the Healthy Minds Programme of activities (a new calendar is published every three months).

Role:

Your role will be to attend at least one activity session per week for the duration of that activity. For example, if you sign up for our five-week sculpture class hosted at WM College, you will attend sculpture sessions every week for five weeks. The same person must attend each session to build group cohesion and contribute to a sense of safety.

If a member becomes distressed in a session and needs some time out, you will be on hand to support that person with a 1-2-1 session.

This work includes:

- Actively listening to people's experiences of being in groups.
- Offering different perspectives on group dynamics.
- Processing what we can sometimes refer to as 'difficult' or 'challenging' emotions such as anger, jealousy, envy etc.
- Thinking out loud about self-support strategies.

In addition to the above, you may also support the office with processing referrals. Processing referrals will include the following:

- Booking appointments via email or telephone for potential new members to come in and have an initial meeting (IM).
- Conducting IMs with potential service users, exploring with them any risks they may pose to themselves or others, understanding and identifying any possible triggers, and exploring with them what supports them when they are struggling.

We expect you to:

- Attend weekly well-being activities.
- Be present with community members, allowing space for them to talk about their experiences while you 'listen actively'.
- Develop trusting relationships to support and enable community members to pursue social activities within the community programme and the wider borough of Camden.
- Engage in friendly conversations, not imposing your personal opinions and beliefs.
- Signpost to other organisations.
- Provide practical support if appropriate.
- Be able to communicate clearly and effectively.
- Have a good level of self-support and the ability to stay with complicated feelings/emotions without rescuing.
- Inform the Community Programme Manager of any safeguarding concerns you may have.
- Write brief meeting notes and upload these to Mind in Camden database.
- Maintain confidentiality at all times.
- Be punctual: If you cannot keep an appointment, you should inform your line manager with at least 48hrs notice. In the case of emergencies, you must let your line manager know as soon as possible.
- Keep a register of members attending the activities, informing your line manager of those not in attendance.

- Inform the office via text, telephone, or email, at the beginning and end of each community activity.
- Commit to a regular 'shift' pattern each week (e.g. 3 pm – 5 pm on Tuesday afternoons).
- Have an interest in and/or lived experience of mental health and well-being.
- Work within Mind in Camden policies and procedures, maintaining boundaries at all times.

The Community Programme asks for a minimum commitment of six months with an attendance record of 85%. There is a 3-month probation period. You will be required to sign a volunteer agreement when joining the service. You can ask for a reference from us once you have worked with us for six months from your starting date (i.e. when you first attend an activity).

Commitments:

- You must attend a two-day mental health awareness training event at Mind in Camden.
- You will need to attend a one-hour office induction at Mind in Camden.
- The minimum commitment is for six months **after** the initial training.
- You will need to attend a minimum of one-weekly activity and 3 x check-in meetings per month.
- We anticipate you spending approximately 30 mins a week writing up your session notes.
- Monthly attendance at our group supervision sessions is essential to ensure effective and safe working with community members. These will also be an opportunity for you to reflect on your practice, support each other with complex caseloads, share best practices, and experience being in a group yourself. Sessions will occur on the third Wednesday of each month from 2:30 pm – 4:30 pm. **Monthly attendance at these meetings is mandatory. Please do not apply if you are unable to attend these sessions.**
- You **MUST** maintain confidentiality at all times.
- We expect you to commit to a minimum of 8 hours per month (This includes group activities, check-ins, admin & supervision).
- Be happy to undergo an enhanced DBS check.

Our responsibilities to you:

- To train you to ensure you have the relevant skills and knowledge to undertake this role safely.
- To value your enthusiasm, willingness, expertise and potential.
- To offer you group supervision & reflective practice spaces.
- To offer your ongoing training and professional development relevant to your role.
- To reimburse you for travel expenses incurred concerning your work as a volunteer. If you work more than five hours with us on any given day, we will also pay up to £5 towards your lunch.
- Respect your needs and limitations.
- To promptly pass on any relevant information about our well-being activities or community members to you.

- To ensure our relationship with you remains safe, appropriate and ethical.