

Support and Connect Volunteer

- Time commitment:** Minimum of 3 hours per week (weekdays only) for at least 6 Months on a flexible basis
- Induction training:** One training event with lunch provided
- Volunteering location:** At Mind in Camden and various community settings

Service Description

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

Working in partnership with the Camden and Islington Foundation Trust, the Support and Connect service provides coordinated, person-centred and flexible community support, responding to client's self-defined needs.

Key workers and volunteers offer this support to a caseload of clients, helping them to connect them with local community services.

The Role

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:

- One-to-one informal meetings or walks with clients in the local area or nearby their homes
- One-to-one support with shopping, getting to and from appointments
- Support with technology, e.g. learning how to use emails or access video calls

Befriending involves:

- Regular phone support (frequency of calls dependent on individual client's needs)
- Raising any concerns with key workers
- Keeping clear records of client interactions

Skills and experience required

- A keen interest in mental health and wellbeing

- Approachable and friendly both in person and on the phone
- Able to work independently
- Adaptable and can take a flexible approach to your volunteering
- Good understanding of using email, Word and Excel
- Admin – keeping records of contact with clients and providing updates to your manager
- Good communication skills, including active listening skills
- An open mind and a non-judgmental approach to people
- Ideally, be able to commit to at least six months of volunteering
- Willingness to undergo background checks, including a Disclosure and Barring Service check

Our commitment to you and what we offer

- Training to ensure that you have the relevant skills and knowledge to undertake the role
- To offer group supervision; one-to-one supervision is also available for 45 minutes every six weeks. This is non-clinical supervision
- To value your enthusiasm, willingness, expertise and potential
- To pay your approved expenses in relation to your volunteering role
- To provide you with references on request, after six months of service
- To ensure our relationship with you remains safe, appropriate and ethical

Our Vision:

Working alongside people of all ages who are experiencing distress through voices, visions, unusual beliefs, anxiety, hopelessness and extremes of mood, Mind in Camden will stimulate change and development in mental health services by providing, promoting and partnering in services in diverse settings that:

- enable self-defined recovery, increase self-esteem and promote hope
- involve guided and unguided self-help, co-production and peer support
- challenge stereotyping, stigma, isolation and social exclusion

Our Core Values

- We see mental health as a continuum we are all at different points on at different times in our lives – there is no 'us' (= well) and 'them' (= ill)
- We see experiences such as hearing voices, seeing visions, having unusual beliefs and experiencing anxiety, hopelessness or extremes of mood as responses to real events, feelings and cultural influences that people can identify in their own lives – rather than as delusions, hallucinations or symptoms of a bio-medical 'disorder'
- We recognise that many people who experience voices, visions and other unusual experiences and/or beliefs lead happy and fulfilled lives, and that, in some cultures, these experiences do not result in stigma

Our Mission is to:

- Recognise and value people's own experiences and definitions of their mental health and support needs, developing and exploring ways of working that combat the stigma, isolation, low self-esteem, social exclusion and the lack of hope that labels and diagnosis can bring
- Enable people to find ways of achieving their own life goals on the basis that 'recovery' is self-defined
- Work alongside people with current or past lived experience of mental health issues as partners, not as passive recipients of services
- Promote wellbeing by providing and enabling services that support individual responsibility, self-help, peer support, co-production, and inclusion in the wider community
- Ensure that the self-help, peer support and co-production models we adopt in our services, and promote to others through our development projects, training and consultancy, fully reflect our core values

Mind in Camden Privacy Notice

1. Who we are

Mind in Camden is a charity that supports people experiencing challenging issues with their mental health. We provide a range of services via groups, community activities, on a one-to-one basis and online.

We are a "data controller" for the purposes of the Data Protection Act 2018 and the EU General Data Protection Regulation 2016 ("Data Protection Law"). This means that we have responsibilities when we process your personal information.

2. What information do we collect?

- Your name, address and contact details
- Information to help us to monitor our equality policy e.g. ethnic background, age
- Some background information about you so that we can offer an appropriate service, or process a job or volunteer application

3. How do we use your information?

If you are seeking a service, we may need some information about your health and wellbeing and details of other services you are in touch with so that we can discuss with you what support might be most useful.

If you are applying for a job or volunteering opportunity, we request information that enables us to manage the recruitment process, and assess and confirm your suitability for the role.

Equality monitoring involves collecting special category data such as ethnic origin and sexual orientation, and is done to help us to fulfil our commitment to creating a diverse, non-discriminatory environment. Providing this information is optional

We use your personal contact details for the purpose of keeping in touch with you.

4. What legal basis do we have for processing your information?

In most cases, we have a legitimate interest in processing personal data to provide services and that includes safeguarding people who use or are part of our services. We have no intention of transferring your data to another country and would only do so with your permission.

5. How do we safeguard your information and how long is it kept?

Your information is only seen by people who are entitled to do so in order to carry out their duties. We have strict confidentiality practices.

Your information is kept securely in computer files with restricted access and/or paper information is kept in locked cabinets.

We have internal policies and controls to ensure that your data is not lost, accidentally destroyed, misused or disclosed inappropriately. We also have procedures in place to deal with any suspected data security breach.

Personal data is kept only for as long as necessary or to fulfil legal requirements. The length of time will differ depending on the reason for us holding the data. Please ask if you would like to know how long we will keep your data.

6. Your rights to correct and access your information and to ask for it to be erased

As a data subject you have a number of rights. You can:

- Access and obtain a copy of your data on request
- Require us to change incorrect or incomplete data
- Require us to delete or stop processing your data under some circumstances, for example, where data is no longer necessary for the purposes of processing

7. Making a complaint

You can raise any data protection concerns or issues with our Chief Executive, Jon Higgs, via the contact details below. We hope that we will be able to resolve any query or concern you may raise about our processing of your information. If not, you can contact the Information Commissioner at <https://ico.org.uk/concerns> or phone 0303 123 1113.

8. How to contact us

You can contact us in a number of ways: by phone, email or post:

Mind in Camden
Barnes House
9-15 Camden Road
London NW1 9LQ
020 7911 0822

admin@mindincamden.org.uk

jcarpentiere@mindincamden.org.uk