



Volunteer Role Description

PMHSS Volunteer

| | |
|-----------------------|---|
| Post | Primary Mental Health Support Service Groups' Volunteer |
| Location | Throughout Cardiff and Vale |
| Reports to | Teresa Delaney – Team Leader |
| Accountable to | Volunteer Coordinator Mental Health |

Aim of the Primary Mental Health Support Service

The PMHSS is a service for people of all ages living with mild to moderate or stable and severe mental health difficulties, most commonly depression and anxiety.

A major part of the work of the team is the delivery of a range of evidence-based short –term psychological interventions. Some of these are large open –access psychoeducation groups.

These groups allow any member of the public to access high quality evidence-based information and skills training to help with reducing depression, stress and anxiety and improving general mental wellbeing. We monitor outcomes and have shown them to be effective.

Outline of Duties

To overall aim of the role is to support clinical staff in the delivery of these open access groups throughout Cardiff and the Vale of Glamorgan. The Primary Mental Health Support Service (PMHSS) provides recovery focused assessment and interventions to people with common mental health problems living in Cardiff and the Vale of Glamorgan. PMHSS need volunteers to help to facilitate their low intensity self help groups (primarily Stress Control and Action for Living courses). The Volunteer role could include: setting out chairs, tables, and equipment before and after the group; helping with instructions and directions; helping someone fill out a course registration form; or making cups of tea and coffee.

Main tasks:

- To try to make sure everyone attending our groups has a friendly welcome and knows what to do on arrival.
- Attending low intensity groups helping to teach people develop strategies to self manage their mental health condition as an observer initially.

- Working with their mentor and with the support of the team and regular supervision towards delivering our low intensity courses in conjunction with a full time member of staff.
- To treat all attendees with dignity, show empathy and be pleasant and amenable
- To support attendees by providing reassurance, information and guidance.
- To support staff with physical group set up and clear up.
- To help staff set up the drinks and snacks at break time and to wash up and tidy afterwards.
- To support staff with the administration of the groups, e'g; helping collect forms or support attendees with completion.

Location:

Volunteers will be based at various venues throughout Cardiff and the Vale of Glamorgan. Location based on volunteer availability.

Working with:

Volunteers will work as part of the PMHSS and will be supported and managed by the PMHSS Team Leader with further support provided by the Volunteer Coordinator for Mental Health.

Training and Support:

Volunteers will need to undertake an Induction programme on commencement of their Volunteering. Volunteers will be invited to meet with the PMHSS Team Leader to discuss which groups they wish to help run and to talk through role. Volunteer training needs will be identified through the supervision process and met through the Cardiff and Vale UHB Corporate Training Programme. The PMHSS Team Leader will regularly contact volunteers to offer support.

Time Commitment:

Volunteer commitment will depend on group, but a typical commitment would be to help with a six week group running weekly for two hours, four times a year.

Expenses:

Volunteers will be reimbursed for out of pocket travelling costs. Costs incurred while delivering/participating in activities will be paid by the PMHSS.

Personal Requirements:

- To be confident when communicating with service users, visitors, staff and general members of the public.
- To be enthusiastic about the aims and work of PMHSS.
- To display levels of empathy and understanding at all times.
- To be presentable, warm and friendly and willing to 'muck in' with the practical set up of the groups.
- To recognise when to refer issues and questions to staff employed by the UHB.

Benefits to the Volunteer:

This role offers:

- Experience of working with a team and with the general public.
- Satisfaction of assisting others and helping deliver an intervention which has been proven to be effective.
- An opportunity to develop personal skills and experience with a wide range of people.
- To contribute to a service that attempts to teach life long skills, reduce suffering and promote mental well being with a strong recovery focus.

This list of duties is not exhaustive and the role will no doubt expand and evolve as the service develops. Some other duties may be appropriate to different clinics; these will be agreed mutually with the Volunteer and appropriate Area Manager/Clinic Co-ordinator in conjunction with the Volunteer Coordinator Mental Health.

Important Notes:

- This role involves liaison with staff and the general public and it is essential to adopt a courteous and professional manner at all times.
- UHB Confidentiality form to be signed by all Volunteers.
- The Volunteer will be required to attend mandatory training days and staff support meetings as arranged.
- The Volunteer will be reliable in terms of availability offered and should try to give reasonable notice of non-availability.
- The Volunteer must wear their identification badge at all times whilst on duty, along with any uniform if provided.
- The Volunteer must not handle any monies or accept expensive gifts. If small gifts are offered, please inform the Ward Manager or Deputy in their absence.
- The Volunteer must maintain a high standard of personal hygiene and awareness of strict infection control procedures.

- The Volunteer will not undertake any duties that include physical care, ie lifting service users/pushing wheelchairs.
- The Volunteer will not undertake any duties that have not been previously agreed.

Person Specification

Health board volunteer

| | ESSENTIAL | DESIRABLE |
|--|-----------|-----------|
| Understanding the importance of confidentiality and following procedures | Yes | |
| Experience of working in a health care setting | | Yes |
| Good communication skills | Yes | |
| Ability to speak Welsh | | Yes |
| Ability to work on own initiative and as part of a team | Yes | |
| Reliable and punctual | Yes | |
| Experience of befriending | | Yes |
| Experience of volunteering | | Yes |
| Willingness to undertake training | Yes | |
| Available to volunteer for a least 2–4 hours per week | Yes | |
| Enthusiastic and outgoing | | Yes |