

Volunteering Opportunities

Mental Health Matters Wales has 5 areas of voluntary work:

- **Befriending**
- **Wellbeing Centre**
- **Community Café**
- **Friends of Coity Clinic**
- **Sessional Volunteers**

Managed by the Befriending
Facilitators

Managed by the Volunteer
Coordinator

Befriending

Purpose of the role

- To spend time/share activities with the person being befriended
- To offer an accepting and understanding presence
- To help the befriended person to create new opportunities and access community services (including education, leisure facilities and local events)
- To report back to the Befriending Facilitator with any suggestions, ideas or concerns
- To complete travel expense sheets and submit them on time to the Befriending Facilitator for processing and payment

Organisational skills/issues

- An ability to work within Mental Health Matters Wales policies such as confidentiality of information
- A commitment to personal development and training
- An ability to make use of support sessions (Supervision and Meetings)
- To be able to recognise and work within personal and organisational boundaries
- To work in a non-discriminatory and non-judgemental way

Personal qualities and values

- Warmth and ability to engage with people
- Be reliable, consistent and dependable
- Have an understanding of how poor mental health/learning disabilities can affect all people living in the community
- Have a positive attitude towards people who may experience mental health disorders/learning disabilities
- Have an ability to appreciate differences such as race, gender, sexuality, etc

Wellbeing Centres/Community Café

Purpose of the role

- To enhance the quality of the time people spend in the Wellbeing centres and Community Cafes
- To facilitate social and leisure activities both within and outside the centres
- To make and serve refreshments
- To ensure the serving area is kept clean and hygienic
- To manage the income and expenditure for the Wellbeing Centres/Community Cafes
- To complete travel expenses sheets and submit them to the volunteer coordinator
- To welcome new and existing people to the centre
- To assist people in regaining their confidence by providing practical assistance

Organisational skills/issues

- An ability to work within Mental Health Matters Wales policies such as confidentiality of information
- A commitment to personal development and training
- An ability to make use of support sessions (Supervision and Team Meetings)
- To be able to recognise and work within personal and organisational boundaries
- To work in a non-discriminatory and non-judgemental way
- Understanding of and commitment to anti-discriminatory practice
- To be flexible and work on a rota basis

Personal qualities and values

- Good listening and communication skills
- Good numeracy skills
- Be reliable, consistent and dependable
- Ability to manage money accurately
- Understanding of basic hygiene
- Ability to work with people who are distressed
- Willingness to work as part of a team
- Willingness to accept guidance in the job and to undertake training as necessary. This includes a willingness to learn from people who use mental health services
- Understanding of the importance of confidentiality
- Understanding of the importance of treating people with dignity and respect
- Understanding of the effects of being labelled as someone with a mental health problem
- Commitment to the involvement of people who use a service in the planning and running of the service

Friends of Coity Clinic

Purpose of the role

- To support hospital in-patients in accessing and engaging in the activities at Coity Clinic
- To visit people in Ward 14 on set days/times with other volunteers
- To engage with patients and collate any customer care issues they may have while staying in hospital
- To record any customer care issues raised using forms provided and ensure these are given to the Volunteer Coordinator
- In conjunction with ward staff provide relevant information about ward activities
- Provide information about other services available for patients during their stay in hospital
- Signpost patients to other organisations

Organisational skills/values

- An ability to work within Mental Health Matters Wales policies such as confidentiality of information
- A commitment to personal development and training
- An ability to make use of support sessions (Supervision and Team Meetings)
- To be able to recognise and work within personal and organisational boundaries
- Understanding of and commitment to anti-discriminatory and a non-judgmental practice

Personal qualities and values

- Good listening and communication skills
- Be reliable, consistent and dependable
- Ability to work with people who are distressed
- Willingness to work as part of a team
- Willingness to accept guidance in the job and to undertake training as necessary. This includes a willingness to learn from people who use mental health services
- Understanding of the importance of confidentiality
- Understanding of the importance of treating people with dignity and respect
- Awareness of the importance of social inclusion and involvement in community activities
- Understanding of the effects of being labelled as someone with a mental health problem
- Commitment to the involvement of people who use a service in the planning and running of the service

Sessional Volunteers

Purpose of the role

- To use specific skills and knowledge in specific activities to enhance the experience of people using the wellbeing centres/community cafes
- To provide sessions within the wellbeing centres/community cafes on particular areas of expertise to be agreed with the volunteer coordinator

Organisational skills/value

- An ability to work within Mental Health Matters Wales policies such as confidentiality of information
- A commitment to personal development and training
- An ability to make use of support sessions (Supervision and Team Meetings)
- To be able to recognise and work within personal and organisational boundaries
- To work in a non-discriminatory and non-judgemental way
- Understanding of and commitment to anti-discriminatory practice
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Personal qualities and values

- Good listening and communication skills
- Be reliable, consistent and dependable
- Ability to work with people who are distressed
- Willingness to work as part of a team
- Willingness to accept guidance in the job and to undertake training as necessary. This includes a willingness to learn from people who use mental health services
- Understanding of the importance of confidentiality
- Understanding of the importance of treating people with dignity and respect
- Awareness of the importance of social inclusion and involvement in community activities
- Ability to work in an empowering way and to enable people to identify their own choices and to make their own decisions
- Understanding of the effects of being labelled as someone with a mental health problem
- Commitment to the involvement of people who use a service in the planning and running of the service