

VOLUNTEER ROLE TITLE: CENTRE SUPPORT ASSISTANT

TITLE: Centre Support Assistant
REPORTS TO: Support Staff, Operations Manager & Volunteer Coordinator
PLACEMENT: Torfaen and Blaenau Gwent Mind
BASED AT: Wellbeing Centre (Pontypool) / Phoenix Project (Brynmaur)

MAIN PURPOSE OF THE POST

To contribute to the smooth running of Torfaen and Blaenau Gwent Mind services by ensuring that people are supported while accessing the wellbeing centres or external activities.

PRINCIPAL RESPONSIBILITIES

1. Welcoming new people and visitors and provide information about Mind services and activities.
2. To promote positive wellbeing.
3. Provide empathetic listening support.
4. Empower people to engage in activities.
5. Help organise activities, events, participate or deliver activities.
6. Support staff with the preparation and delivery of therapeutic groups.
7. To ensure the lounge, dining area, toilet or room used in the centre before/after activities are kept clean and tidy.
8. To contribute to the protection of individuals from abuse.
9. To accompany paid staff during crisis intervention and one to one consultations when requested for personal development training.
10. Outreach and promotion.
11. Undertake, as required, basic record keeping including reporting verbally on issues that may arise.

OTHER FEATURES OF THE POST

1. To ensure health and safety requirements are maintained.
2. After consultation with support staff, refer people to other Mind services/groups / external agencies.
3. Promote independence by enabling people to make choices and decisions in their own lives.
4. To build a rapport with people who access Torfaen and Blaenau Gwent Mind services whilst maintaining appropriate professional boundaries.
5. To communicate and liaise with other volunteers, staff and line manager.
6. To participate in support/information/Full staff meetings/Team Meetings/one to one supervision sessions.
7. Attend relevant courses/workshops/mandatory training in order to enhance and encourage personal development.
8. To promote a positive image of mental health and Torfaen and Blaenau Gwent Mind to other agencies and the general public.
9. To work alongside and as part of a team.
10. Occasionally and dependant on service development, you may be called upon to take on other tasks which may involve a change of venue.
11. To be a positive role model.

ROLE/PERSON SPECIFICATION

ESSENTIAL

Understanding, Knowledge and Attitude

- To be understanding, sympathetic in a non-judgmental manner
- A good understanding of basic life skills: cooking, cleaning, shopping...
- Ability to empower others
- An understanding of equal opportunities
- An understanding of confidentiality.
- The ability to maintain clear and accurate records
- Conscientious and reliable.
- Friendly and approachable.
- To have a basic knowledge of health & safety and be able to follow it.
- A willingness to be flexible.

Skills and Experience

- Experience of supporting vulnerable people.
- Ability to prioritise workload and to use your own initiative.
- Ability to build self-confidence and self-esteem.
- Ability to advocate on behalf of others.
- Be committed to the provision of a high quality service.
- Ability to stay calm and in control in challenging situations.
- Experience of working as part of a team.
- Good problem solving skills.
- Good interpersonal skills, with the ability to build and maintain relationships.
- The ability to empathise and relate to people of all ages and backgrounds.

DESIRABLE:

- Previous experience of supporting people in a social care setting.
- Empathic listening skills.
- Experience of working with groups.
- Basic first aid.
- An understanding of mental health issues and the needs of people with mental health problems or vulnerable adults.

Other Requirements:

- The post holder will be expected to attend any appropriate training courses and conferences which could mean nights away from home.
- **Time commitment:** We require a minimum of 6 months.
Hours/Days to be discussed as based on availability and need.
Mon – Fri and occasional weekends
Wellbeing Centre 9.55am-2.35pm / Phoenix Project 10.55-3.35pm
- **Location to be Confirmed:** Wellbeing Centre (Pontypool) / Phoenix Project (Brynmaur)
- **Age Requirement:** None
- **Dress Code:** Smart Casual
- **References:** One reference required
- **Police check:** Due to volunteering in close proximity with vulnerable adults/children, an enhanced disclosure barring service check will be required.

Benefits:

1. Development of team and leadership skills.
2. Access to training to further personal development.
3. Meeting a challenge.
4. Personal self development and satisfaction.
5. Pathways to further employment.
6. Experience of working in mental health.
7. Improvement/Development of communication and social skills.
8. Out of pocket expenses will be reimbursed.
9. Lunch if volunteering all day.
10. Access to a reward system.