

## Complex Needs Housing Service Volunteer

**Responsible to:** Olivia Serghi – Senior CNH Mental Health Outreach Worker

**Time commitment:** 1 hour per week minimum

**Location:** Watford, Three Rivers, Hertsmere, Dacorum, Welwyn-Hatfield, St Albans, North Herts, Stevenage, Broxbourne and East Herts.

### Who we are:

Hertfordshire Mind Network is a mental health organisation that promotes mental wellbeing and provides a diverse range of recovery orientated services to residents across Hertfordshire. We are the largest mental health provider in the county and provide support to over 5000 clients every year.

### Purpose of role:

The volunteers provide a six to eight week 'step down service' to support clients upon discharge from the Complex Needs Housing Service, which will include:

- Supporting clients with complex mental health needs in the community.
- Supporting clients who were previously homeless to settle into their permanent accommodation.
- Supporting clients to engage with other services available to them.
- Encouraging clients to access social and recreational activities within the community.

You will be there to help improve the well-being of an individual by adopting a holistic approach. This will be done by offering a listening ear and creating a space for clients to talk about their thoughts and feelings. You will help to improve the lives of individuals by supporting and encouraging them to live independently within their community.

### Main tasks:

With your fellow volunteers, you will:

- Liaise with the team
- Attend 'hand-over' meetings for your new client
- Advocate for your client
- Provide emotional support
- Signpost the client to other/relevant organisations
- Access groups within the community
- Encourage and reassure the client
- Attend meetings and appointments with your client (occasional transport support)
- Access education and training
- Support with administrative tasks upon move-in (e.g. council tax reduction form)
- Attend initial assessments to support CNH staff when meeting new clients

### What we are looking for:



Herts Mind Network has been granted the Valuing Volunteer Management award for its commitment towards volunteers

We are looking for individuals who have either personal or professional experiences of mental health. The individual will have an unconditional positive regard towards how others live. We are looking for someone with good boundaries who is willing to offer their time and reliability to support our clients within the community and their own homes. You will need to have a full UK driving licence with access to a car. Basic computer skills will be essential as you will be required to update our computer system with notes from your meetings with clients.

#### What we can offer you:

- Training
- Travel expenses
- Experience working with the Complex Needs Housing Service

#### Next steps:

If you are interested, please complete our application form <http://www.hertfordshiremind.org/join-us/volunteering/> or contact 0203 727 3600.