

## Community Support Service Volunteer

**Responsible to:** Heidi Golding, CSS Volunteer Co-ordinator

**Time commitment:** 1 hour per week minimum, Monday to Friday

**Location:** Hertsmere, Three Rivers, Welwyn/Hatfield

### 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 week 'step down' service to support clients after being discharged by the Community Support Service.

- To Support people with complex mental health needs in the community.
- To support people to engage with other services.
- To encourage and access social and recreational activities.

You will be there to help improve the well-being of an individual by using a holistic approach. You will be offering a listening ear for people to talk about their thoughts and feelings. You will help to improve the lives of others by supporting them to live independently in their community.

### Main tasks:

With your fellow volunteers, you will:

- Liaise with the team
- Attend 'hand-over' meetings for your new client
- Act as an advocate for your client
- Provide emotional support
- Signpost to other organisations
- Access groups in the community
- Encourage and reassure the client
- Attend meetings and appointments (occasional transport support)
- Access education and training
- Attend initial assessments to support CSS staff meeting new clients

**What we are looking for:**

We are looking for individuals who have either life or professional experiences in mental health. The individual will have an unconditional positive regard towards others, with no judgement towards how others live. We require someone with good boundaries who is willing to offer their time and reliability to support our clients in the community and their own homes. The individual 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 appointments.

**What we can offer you:**

- Training
- Travel expenses
- Experience working with the Community Support Service

**Next steps:**

If you are interested, please complete our application form

<http://www.hertfordshiremind.org/join-us/volunteering/> or contact 0203 727 3600