

## VOLUNTEER SERVICE

### SUPPORT VOLUNTEER (Mental Health)

#### Mental Health Service

*Summary:* This role involves providing practical and emotional support to service users with mental health difficulties who are living in supported housing and empowering them to develop independent living skills.

*Location:* Opportunities are based in Islington, Camden, Hackney, Waltham Forest and neighbouring boroughs.

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**Some of the tasks this volunteer may be asked to do:**

- Maintaining regular contact / home visits with service users to build rapport and establish trusting relationships as a foundation to empowering them to develop greater independence.
- Supporting service users to develop domestic skills (e.g. cooking, cleaning, laundry) and to maintain their accommodation in good condition.
- Assisting service users to maximise their income by supporting them to apply for appropriate benefits such as Housing Benefit and Disability Living Allowance (DLA) to maintain their tenancy and independence. Supporting service users with budgeting and advising them around their finances.
- Supporting service users to access relevant healthcare services and accompanying service users to appointments with health care professionals or other external agencies (e.g. benefits agencies, banks) and advocating on behalf of service users when required.
- Supporting service users to access educational, employment and social opportunities.
- Providing emotional/ befriending support to service users when required. This could involve supporting service users with weekly shopping or other community based activities such as attending social clubs, gym, cinema, bowling etc.

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**We are looking for someone who:**

- Understands the needs of vulnerable service users living in the community.
- Has a person-centred, empathic, non-judgemental approach to supporting service users.
- Can work as part of a team and independently on own initiative.
- Follows good practice in working in an anti-discriminatory manner.
- Communicates clearly and effectively.
- Flexible and adaptable approach to supporting service users.
- Can work within EPIC Trust's policies.

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**Hours & Expenses:**

Typically, a volunteer might work 2-3 days a week. There is, however, flexibility and time commitment can be negotiated to suit the needs of service users and the volunteer. We will pay for travel expenses to and from the workplace, and a contribution towards lunch expenses, as long as tickets and receipts are provided. Supervision and high quality training are also provided.