# Bath_Mind_Logo_RGB

# Role Description

**Role Title: Carer Support Group Volunteer**

**Reports to: Bath Mind Session Staff**

**About Bath Mind**

Bath Mind is an independent charity, affiliated to National Mind and serving the people of Bath and North East Somerset. We offer support with mental health and wellbeing and provide 1:1 and group services across B&NES.

**Overall Responsibilities**

* Support a drop-in session for family members and carers of people in BANEs who need mental health support. The group will act as a social space for discussion and connection and help provide feedback on service provision and the needs of carers locally.
* Support the session facilitator where needed. This might be offering people a drink when they arrive, chatting to group members and offering a listening ear during the session.
* Prepare area 30mins prior to group including making sure there is enough tea, coffee, and milk available.

**Communication Responsibilities**

* To be a proactive team member
* To be non-judgemental and empathetic
* To adhere to the policy of confidentiality and sharing of information
* To be non-discriminatory
* To promote positive perceptions of Bath Mind at all times
* To maintain positive working relationships with other employees and volunteers of Bath Mind
* To communicate and update information to the team regularly and effectively

**Specific Responsibilities**

* To offer one-to-one support to service users in conjunction with support workers
* To liaise with the session staff and other volunteers
* Liaise with service users, carers and relevant organisations to ensure high quality services are delivered consistently
* Build friendly and caring but also boundaried relationships with service users
* Work as a positive individual and part of a multidisciplinary team
* Maintain an honest and caring approach
* Establish good working relationships with staff and other volunteers
* Establish good working relationships with partner organisations
* Be actively involved in the promotion of the service
* Where appropriate, assist the development of systems for the smooth running of the service
* Access relevant training when offered and available on a regular basis
* Ensure availability when convenient for informal or formal supervision sessions with managers or supervising staff members
* Help ensure the implementation of all Bath Mind policies
* Take responsibility for own safety and strictly adhere to Bath Mind’s safety procedures at all times
* Undertake other voluntary duties as appropriate

**Knowledge**

* Knowledge of supporting people with ill mental health.
* Voluntary experience within the mental health field would be advantageous.
* Empathy and active listening skills.

**Skills**

* Empathy with our service users lived experience
* Good organisation
* IT skills (basic)
* Written and oral literacy (using the right words and correct language)
* Life experience
* Personal maturity

**Training**

* + Induction (Boundaries, Confidentiality, Safeguarding, etc)

**Location**

Beauford House

**Hours of Volunteering**

1 x 60 minute sessions per week (Tuesday afternoons)

**Other Information**

Volunteering will be subject to successful references and a DBS check.