



## **METRO Mental Health**

### **Volunteer Mental Health and Wellbeing Advocate role description**

#### **Description of Role**

The METRO LGBT mental health advocacy service provides support for service users living across London who need help with a range of issues. Volunteer advocates will work alongside members of staff to assist with; weekly mental health social and/or advocacy centred drop-in services based in Greenwich and Vauxhall. Volunteer Advocates will also be involved with the development of a new advocacy services.

Volunteers will be required to provide advocacy support for service users by letter writing, making phone calls, completing benefit and housing applications, and other relevant administration tasks. On occasion, advocates may also attend appointments (e.g. with medical professionals) in order to support service users.

Advocates will be provided with regular training, supervision and support, and will be required to attend debrief meetings to report on client work and any issues that arise.

#### **MENTAL HEALTH ADVOCACY DUTIES:**

- Assist with the development of a new LGBT mental health and wellbeing advocacy drop-in service alongside members of staff.
- Welcome new and existing service users to the drop-in and help to identify any support needs they may have.
- Provide advocacy support to service users in the form of letter writing, making phone calls, completing benefit applications and other relevant administration tasks
- Provide information to those attending regarding local services, London wide and specialist LGBT services including housing, benefits, medication, rights etc.

- Help maintain the drop in as a safe environment for those attending.
- Refer clients to the mental health an advocacy worker where appropriate.
- Attend regular supervision, training and debriefing as required.
- Adhere to METRO policies and procedure at all times.
- Ensure sensitive and confidential recording and handling of information in accordance with the Data Protection Act and METRO's Information Governance Policies.
- Help maintain accurate records as required for the drop-in service, including relevant monitoring information.

**The time required for this volunteering opportunity is:**

We expect that you will attend brief training, and then commit yourself to a regular number of pre-agreed volunteering hours per week/month, with a minimum commitment of five hours per fortnight. Drop in clinics run during business hours and evenings in both Vauxhall and Greenwich, and you may be asked to attend appointments with service users in other locations around London.

**Initial Induction commitment:**

We expect that you will attend brief Induction at either:

- **METRO Greenwich**  
141 Greenwich High Road  
London  
SE10 8JA
- **METRO Vauxhall**  
N206 Vox Studios  
1-45 Durham Street  
London  
SE11 5JH

**WHAT WE EXPECT FROM YOU:**

- Strong knowledge and understanding of LGBT issues
- Non-judgemental and empathetic approach to issues concerning mental health and LGBT people
- Good listening skills
- Good communication skills

- Willingness to commit to assist with drop-in sessions regularly to a pre-agreed schedule
- Willingness to undertake training, supervision and debriefing, as required
- Reliable and punctual
- Knowledge of or experience of working with those experiencing mental health issues, or within a mental health setting
- Ability to work both as part of a team and independently
- Ability to work within clearly defined boundaries
- Knowledge of or experience of working with individuals with disabilities
- Knowledge of or previous experience of working with issues surrounding debt management, benefits/housing claims, or other relevant advocacy role
- Knowledge of the (2010) Equality Act and how this applies to LGBT people and those experiencing mental health issues
- Experience of working with people in varying degrees of crisis or emotional distress, including knowledge of de-escalation techniques
- Experience of working in a diverse community

**The areas of interest and types of activity which best fit the voluntary opportunity on offer are:**

<b>X</b>	<b>Area Of Interest</b>	<b>X</b>	<b>Type of Activity</b>
	Animals	<b>X</b>	Administration
	Art and Culture	<b>X</b>	Advice work
	Children		Architecture and building work
<b>X</b>	Disability		Art
	Disaster relief	<b>X</b>	Befriending
	Domestic violence		Business and management
	Drugs and addiction		Campaigning and lobbying
	Education and literacy	<b>X</b>	Caring
	Elderly		Catering
<b>X</b>	Employment	<b>X</b>	Community Work
	Environment		Computers and technology
	Families		Counselling
<b>X</b>	Gay, Lesbian, Bi and Trans-sexual		Driving
<b>X</b>	Health, hospitals and hospices		Entertainment
	Heritage		Finance work
<b>X</b>	Homeless and housing		Fundraising
<b>X</b>	Human and Civil rights		Hostel work
	International aid		Languages
	Legal Aid and Justice		Legal work
<b>X</b>	Mental Health		Marketing PR and Media
	Mentoring		Music

	Millennium Volunteers		Practical work & DIY
	Museums		Retail & Charity shops
	Music		Teaching and training
	Politics		Board of Trustees/ Management Committee
	Prisoners and ex-offenders		Under 16 volunteering
<b>X</b>	Race and Ethnicity and Refugees		
	Religion		
	Sport and outdoor activities		
	Women's Groups		
	Youth		

*The volunteer recruitment and selection procedures used are:*

Application form	<b>X</b>	Police checks/DBS Disclosure	<b>X</b>
Induction	<b>X</b>	References	<b>X</b>
Formal interview	<b>X</b>	Probation period	<b>X</b>

<b>Age/gender restrictions</b>	Applicants should be over 18.
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**The following conditions apply to this volunteering opportunity:**

Details of out of pocket expenses provided for this volunteering opportunity	<i>Travel expenses paid for all volunteers.</i>
Details of induction, supervision and support offered to volunteers	<i>Volunteer Advocates will receive a thorough induction as well as continued offer of training opportunities and will be supported throughout their work with regular line supervision.</i>
Details of what insurance is provided for volunteers both on and off the premises	<i>Volunteers are covered under our "Employers Liability Insurance" whilst representing The Metro Centre Ltd on or off the premises.</i>
Details about any training offered to volunteers, both informal and/or any accredited training	<i>As above</i>

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**Volunteers with Additional Support Needs**

*METRO is committed to equality of opportunity and diversity to those in the community with Additional Support Needs such as learning difficulties, mental health issues, physical disabilities and long term illnesses.*

*METRO understands that involving volunteers with Additional Support Needs is dependent on the level of support required and the organisation's ability to meet these needs.*

<b>Signed:</b>	<b>Date:</b>
<b>Name:</b>	<b>Position in Partnership:</b>
<b>Contact Telephone Number:</b>	<b>Email:</b>