



Volunteering Opportunity @ The Metro Centre



Volunteer Role or Task Title:	Mental Health Drop in Group Assistant
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	Sat	Sun	Mon	Tue	Wed	Thu	Fri
am							
pm						12.30 to 4.30pm	
eve							

When are volunteers required for this opportunity? Or indicate hours to be arranged here ✓

Description of the role.

Volunteers will carry out the following duties;

- ❖ Welcome new members to the Mental Health Drop in and help identify any support needs they may have regarding attending the Drop in
- ❖ Help support service users as required as they become more involved in the running and responsibility of the Drop in
- ❖ Help maintain the Drop in as a safe environment for those attending
- ❖ Adhere to and promote The Metro Centre Equal Opportunities policy
- ❖ Adhere to and work to the agreed policies of the Centre re; confidentiality, operational policy, violence, drop in rules etc
- ❖ Provide information to those attending regarding local services, London wide and specialist LGB services including, housing, benefits, medication, rights etc.
- ❖ Refer clients to the Mental Health worker where appropriate
- ❖ Actively participate in service user meetings to help organise activities/events for the Drop in
- ❖ Attend regular supervision, handovers and debriefing as required
- ❖ In conjunction with the Mental Health worker, participate in the development and evaluation of the Drop in and it's policies
- ❖ Help maintain accurate records as required for the Drop in including relevant monitoring information

Please state the skills, experience and/or qualifications required for this opportunity (please note if (E)ssential or (D)esirable):

- ❖ Strong personal experience of LGB issues/lifestyles (E)
- ❖ Professional non-judgemental approach to issues affecting Lesbian, Gay and Bisexual people (E)
- ❖ Good listening skills (E)
- ❖ Good communication skills (E)
- ❖ Willingness to attend regular supervision, handovers and debriefing as required (E)
- ❖ Willingness to attend additional training as required (E)
- ❖ Reliable and punctual (E)
- ❖ Experience of working in a diverse community (D)
- ❖ Experience of working in a team (D)
- ❖ Ability to use own initiative (D)
- ❖ Experience of working with people in varying degrees of crisis (D)
- ❖ Ability to work under pressure and to deadlines (D)
- ❖ Ability to work within clearly defined boundaries (D)

Please tick which area of interest and type of activity best fit the voluntary opportunity on offer.

X	Area Of Interest	X	Type of Activity
	Animals		Administration
	Art and Culture	X	Advice work
	Children		Architecture and building work
X	Disability		Art
	Disaster relief		Befriending
	Domestic violence		Business and management
X	Drugs and addiction		Campaigning and lobbying
	Education and literacy		Caring
	Elderly		Catering
	Employment	X	Community Work
	Environment		Computers and technology
	Families		Counselling
X	Gay, Lesbian, Bi and Trans-sexual		Driving
X	Health, hospitals and hospices		Entertainment
	Heritage		Finance work
X	Homeless and housing		Fundraising
X	Human and Civil rights	X	Hostel work
	International aid		Languages
X	Legal Aid and Justice	X	Legal work
X	Mental Health		Marketing PR and Media
	Mentoring		Music
	Millennium Volunteers		Practical work & DIY
	Museums		Retail & Charity shops
	Music	X	Teaching and training
	Politics		Trusteeship/Management Committees
	Prisoners and ex-offenders		Under 16 volunteering
	Race and Ethnicity and Refugees		Youth
	Religion		Women's Groups
	Sport and outdoor activities		

Please indicate which volunteer recruitment and selection procedures you use.

Application form	X	Police checks/CRB Disclosure	X
Informal discussions	X	References	X
Formal interview	X	Trial period	X

Do you have any age/gender restrictions if so please state here	NO
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How would you describe the accessibility for people with mobility difficulties and wheelchair users where the volunteer will be?	Fully accessible including toilet facilities YES Accessible except toilet facilities Inaccessible Not applicable
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Can you offer any of the following:	Yes/No
Induction loop for the benefit of hearing aid users	NO
Minicom for those with a hearing impairment	NO
Provisions of literature in Braille	NO

Please complete the following:

Please give details of out of pocket expenses provided for this volunteering opportunity	Travel expenses for all volunteers. Lunch expenses for sessions 4 hours plus.
Please give details of induction, supervision and support offered to volunteers	Full induction over one full or two part days including training on Health & Safety, Confidentiality, Diversity, Sexual Health and HIV awareness. Volunteers must attend regular supervision and additional training as required.
Please give details of what insurance is provided for volunteers both on and off the premises	Volunteers are covered under our “Employers Liability Insurance” whilst representing The Metro Centre Ltd on or off the premises.
Please give details about any training offered to volunteers, both informal and/or any accredited training	Volunteers must complete 2 out of 4 training sessions offered per year. These will be on a range of relevant topics.

Volunteers with Additional Support Needs

The Metro Centre Ltd 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.

The Metro Centre Ltd 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.

Signed:	Date:
Name: Taz Edwards-White	Position in Organisation: Mental Health Drop in Co-ordinator
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