

## Volunteer Positions:

Volunteer Administrators to Support Service User Involvement  
Supporting Recovery in Mental Health

### Background:

Family Action Lewisham Supported Housing runs 3 shared houses in the Forest Hill, supporting up to 16 service users who experience enduring Mental Health Issues. We have 5 permanent support staff who work across the houses 7 days a week from 9-5pm. The project is funded by Prevention and Inclusion Team to provide accommodation for up to 2 years to support service users with their recovery with the to enable move on to independent living.

The aim of the service is to empower service users and enable them to develop the confidence, knowledge and skills that will allow them to move into independent accommodation and maintain a successful tenancy. This is facilitated using Recovery Star Tool to assess the skills of each service user across 10 specified areas. On a quarterly basis, service users will select 3 areas of their recovery star to work on and in conjunction with their key worker develop an Action Plan to increase their abilities in these areas. Service users will also attend workshops delivered by staff around recovery. Service users meet regularly with their key worker to assess progress against their action plan.

Service users are encouraged to take part in many aspects of the service including health and safety inspections, fire point testing, staff meetings, service user forums, business planning and house meetings.

We are looking to recruit volunteers to assist Service Users, the Senior Mental Health Worker, Mental Health Workers and the Service User Involvement Volunteer with administrative tasks to support and develop service user involvement within the service. The role involves supporting the Senior Mental Health Worker, Mental Health Workers and Service Users with administrative tasks in planning, service user forums, in house workshops, house meetings, staff and service user team meetings, arranging external workshops and partnership working

## We can offer you:

- Being supported by our experienced service administrator
- A comprehensive induction into service user involvement within supported housing
- Experience within the Health and Social Care field for Adults
- Access to in - house training
- E – Learning in core Health and Social Care issues including Equality and Diversity, Safeguarding and Health and Safety
- Regular volunteer group meetings
- Regular Supervision with an experienced administrator
- Awareness/Experience in Mental Health Issues
- Group supervision for volunteers
- Insight into the Quality Assessment Framework for Supported Housing
- Tenancy sustainment / resettlement

## Role Description

- Supporting service users to compile schedules for meetings
- Supporting service users and Senior Mental Health Worker to type up meeting notes/training plans
- Supporting the Senior Mental Health Worker to produce workshop plans/training notes
- Supporting service users to type up peer mentoring notes/SU Involvement notes
- To respond to emails/post within Family Actions Policy and Procedures
- Taking minutes at Service User Meetings
- Creating electronic folders for staff and service users and ensure that any meeting / training minutes are filed in relevant folders
- To support service users to use the phone
- Coordinating dates for meetings with keyworkers/service users.

## You can offer us:

### Person Specification

1. Fully computer literate and comfortable with use in Microsoft Office including use of database (training will be provided) and emails
2. Excellent telephone manner and people skills
3. Ability to commit to a minimum of one half day per week for 6 months.
4. Ability to work as part of team and also on a one to one basis with service users
5. Ability to empathies and empower service users
6. Ability to uphold Family Action values of respect, empathy, equality and self determination.
7. Ability to follow Family Action's confidentiality and data protection policy and procedure.
8. Ability to follow Family Action's safeguarding policy and procedure.
9. Be comfortable volunteering by your self and within a group.
10. Good communication skills.
11. Willingness to undertake induction and training.
12. Willingness to take part in regular supervision.
13. Must be 18 years or over

### Other Information

- A DBS check is required by Family Action.

This volunteering opportunity offers the chance for individuals to develop their knowledge and skills around administrative tasks required within the social care field. This will give you the opportunity to assist and support service users to shape their own services

Please send completed applications to [Lesley.Douglas@family-action.org.uk](mailto:Lesley.Douglas@family-action.org.uk)