



**Building
stronger
families**
150 years

Wandsworth WellFamily Service Advertisement for Volunteers

Job title: Volunteer WellFamily Coordinator

Location: Wandsworth GP surgeries/ Lewisham office

Hours: 8+ hours per week with a minimum commitment of 6 months

Service: Wandsworth WellFamily Service

Reports to: Wandsworth Services Manager/ Senior WellFamily Practitioner

The Wandsworth Well Family Service is an early intervention mental health and well-being service based in a number of GP practices across the London borough of Wandsworth. The service is a frontline source of help for adults with mental ill health who present to GPs with a wide range of additional and often complex, non-medical support needs or social problems. This may include problems with housing, finances, and employment or family relationships. The service is currently delivering a service in 6 GP practices in Wandsworth and is funded by the CCG.

This volunteering role will allow you the opportunity to work directly with clients to provide holistic assessments and a 6 week programme of support around their mental health needs. You will receive training, including e learning and shadowing to help you build up your skills and gain a strong understanding of the work and values of Family Action. This includes training in safeguarding (for children and adults), data protection, Equality, Diversity and Inclusion plus many more.

What will I be doing?

- Contacting people who are patient referrals from participating GPs and other primary care health professionals, providing them with holistic assessments to overcome the emotional, psychological and practical barriers to identified issues and signposting to relevant services with the aim to improve their health and well-being.
- Clearly explaining the role of Family Action WellFamily Service.
- Communicating in a way that is appropriate to the person being supported.
- Helping people explore how their mental health has affected their lives and identifying ways to enable them to resolve any barriers.
- Working with people to identify their individual needs and helping them to choose options they feel are right for them.
- Identifying situations where we cannot directly meet the needs of the victim and working with the client and the manager to make appropriate referrals.
- Liaising with staff to arrange practical help for victims (such as assisting completing applications or giving information about other agencies and their procedures).
- Promoting the rights of people you support and respecting diversity.
- Attending training, support sessions and volunteer meetings.



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- Keeping your manager informed of actions and progress on each case.

What skills do I need?

- A caring, mature and supportive empathy towards others.
- A non-judgmental, impartial and confidential approach to supporting others.
- A commitment to ensuring service users all have equal access to our services.
- Respect for the diversity of our colleagues and clients.
- Willing to work within our values, procedures and policies.
- Good listening skills and good verbal communication skills.
- Basic IT skills suitable for accessing our webpages, internet and emails.
- Friendly, reliable, approachable and a confident team player.
- Awareness of safeguarding practice, policies and procedures for adults and children

What are the benefits?

- Full induction, one-to-one support for the role, and opportunities for excellent training and to develop new skills.
- All volunteers have free access to the Employee Access Programme which provides free, confidential assistance with any work, personal or family issue.
- Rewarding sense of having made a positive difference to people's lives.
- Learn about the work of mental health services.
- All volunteers have free access to a wide range of e-learning opportunities.
- Payment of agreed expenses.

What opportunities do I get?

- Join a team of like-minded people.
- Training and experience within a mental health service
- Contribute to our valuable work.
- Opportunities to join in project teams and influence development throughout the organisation.

Appointments are subject to Family Action receiving an enhanced disclosure from the Disclosure and Barring Service that we consider acceptable.

Please contact Natasha Ramus, Senior Practitioner: Natasha.Ramus@family-action.org.uk or Rosie Anderson, the Service Manager, Rosie.anderson@family-action.org.uk for an application and further information. Immediate appointments are available once recruitment checks are complete.