

## Social Groups Assistant

Hillingdon MIND offers support for people with a wide range of mental health issues through a range of Recovery Focused activities and group sessions.

The Social Groups support people who are experiencing mental health issues, feelings of isolation, loneliness, lack of confidence and low self-esteem.

The groups offer a safe, informal, non-judgemental place to have a chat, share experiences and learn new coping strategies.

**Main purpose of role:** This role involves helping to support Hillingdon Mind staff who run health and wellbeing groups by listening, talking and interacting with participants. All groups aim to offer a safe space for anyone interested in improving their mental health and wellbeing with discussions and activities aimed to help participants understand and meet their emotional and physical needs.

**Role responsibilities:**

- To meet and greet service users on arrival, providing a warm, welcoming friendly environment.
- To ensure the records on attendance are completed and signed.
- To take monies, this is a small charge which is payable for attendance and refreshments.
- To be an active team member and support the running of activities.
- To treat all service users, and their families, with respect, dignity and courtesy.
- To assist in serving teas and coffees and washing up, tidying away at the end of the session.
- Be an active part of the group by taking part in varied activities and discussions
- Attend training to improve your own tools and skills required to communicate and support people.
- Be willing to provide feedback at the end of each session.
- Assisting in the set up and clear down of the group according to procedure (including activities and kitchen area).

**Attributes:**

**Essential:**

- You must be comfortable in groups.
- To be able to clearly communicate with service users and Hillingdon Mind staff.
- To show consistently high standards of behaviour and appearance, acting as a positive role model.
- To have good people skills, especially communication and listening skills with different people.
- To have an awareness of boundaries and confidentiality.
- You must be non-judgmental and have a commitment to equality.
- To have an understanding and interest in health and wellbeing.
- You must be compassionate, empathetic and understanding.
- You must be patient and helpful.
- To be happy to help as part of a team with a friendly can-do attitude.
- You must be reliable with commitment to the role.

### **Desirable/ Non Essential:**

- To be able to assess information and use that to sign post to appropriate activities and services.
- Be comfortable in using the internet and email.
- Have some experience in working 1-2-1 with people about sensitive and confidential issues.

### **Training and support given:**

- A basic induction and training to start.
- Mental health first aid, awareness and communication.
- Access to IHASCO an online training suite covering topics such as safeguarding and conflict resolution.
- An enhanced DBS application will be undertaken by Hillingdon MIND.
- The support of the group leader.
- MIND encourages service users to volunteer with an emphasis on wellbeing.
- You must be 18 years and above.

### **Commitment required:**

- A minimum 3-month commitment.
- Weekly on a Thursday 2pm – 3:30pm (Women's Group)
- Weekly on a Wednesday 5pm- 7pm (Social Group)
- Arriving in time to assist setting up for the session and being able to stay to clear away would be beneficial.
- This group takes place in central Uxbridge.
- Be able to reach the venue via public transport or own transport.

### **Benefits for you:**

- The opportunity to develop a better understanding and experience of mental health issues.
- Gain experience and skills supporting vulnerable people within a supportive environment.
- Help to improve your own confidence and feelings of self-worth.
- Useful experience to add to a CV to help you to stand out from the crowd.
- You will be joining a supportive and inclusive community.

To apply for this role you must complete an H4All Application Form.

Please note: we require two references.

To obtain an application form:

- Visit **[www.h4all.org.uk](http://www.h4all.org.uk)** volunteering page and download or print an application form
- Email **[volunteerhub@h4all.org.uk](mailto:volunteerhub@h4all.org.uk)** to request an application form to be sent to you by email or post

Send your fully completed application form by:

- Email to **[volunteerhub@h4all.org.uk](mailto:volunteerhub@h4all.org.uk)**
- Post to H4All, Volunteer Development Team, **Key House, 106 High Street, Yiewsley, UB7 9BQ**



**In the first instance you will be invited to have an informal conversation regarding this role.**