

Volunteering with Mental Health Concern

We are delighted to welcome volunteers of all backgrounds. The generous gift of your time, energy, and skills is something that we value and treat with respect. We will give you full training and support for your role, along with regular feedback and encouragement.

We offer a range of volunteer roles to suit all kinds of skills and interests. Some of the roles with us include:

- **Peer Supporters**
- **Befrienders**
- **Activities Helpers**
- **Digital Inclusion Ambassadors**
- **Administration Supporters**
- **Drivers**
- **Telephone Supporters**
- **Gardening Supporters**

Spotlight roles

People experiencing mental ill-health can sometimes find it difficult to get out and about to form friendships and social networks, so would really value having a volunteer **Befriender** to spend some time with and chat to.

Other people who use our services would like to feel connected to the world through the Internet. As one of our **Digital Inclusion Ambassadors**, you could help people to learn the basic skills they need to get connected.



Find out more about volunteering with us

Equal opportunities

Mental Health Concern is part of Concern Group, which is committed to equal opportunities.

We believe that volunteering should be open to all, regardless of race, gender, religion, sexual orientation, political beliefs, or offending backgrounds that do not create a risk to vulnerable groups including children.

The acceptance of volunteer assistance for a particular role is made on merit; eligibility is decided solely on the individual's suitability to carry out agreed tasks.

Please get in touch

Email: volunteer@mentalhealthconcern.org
Phone: 0191 217 0377

Mental Health Concern
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To find out more about our services, values, and aspirations, please visit:

www.mentalhealthconcern.org

Mental Health Concern
is part of:

CONCERN
THE MENTAL HEALTH AND
WELLBEING GROUP

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improving the
mental health and
wellbeing of the
people we serve

VOLUNTEER WITH US

your skills, interests, and time can make
a real difference to someone's life

receive training
and support

develop your skills

meet new people



About us

At Mental Health Concern we support many people in the North East who have a wide range of mental health needs, including:

- **people taking their final steps away from specialist mental health services and trying to get into work, education, or training**
- **people recovering from severe mental ill-health, who require support over long periods of time**
- **people with severe dementia and complex, challenging needs**

Our services are predominantly commissioned by the NHS and local authorities; they include rehabilitation and recovery services, supported housing, dementia care, and community services.

Our values

We are committed to:

Improving the mental health and wellbeing of the people we serve

Our whole team works to a strong set of organisational values, upholding them in all the work we do.

We value:

- **compassion and hopefulness**
- **being open and friendly**
- **inclusivity and fairness**
- **experience and expertise**
- **hard work, creativity, and innovation**
- **going the extra mile with people to achieve the right outcomes**

Who can volunteer?

We are always on the look-out for enthusiastic, compassionate people to join our team of friendly and committed volunteers!

We are delighted to welcome anyone aged 18 and over, whatever your background.

How do I apply?

To become a volunteer you will be asked to complete an application form, including two references, and you will be invited to an informal interview.

As you will be carrying out activities with vulnerable adult groups, you will be asked to have an enhanced Disclosure and Barring Services (DBS) check.

You will also be given more information about the specific role you are applying for, along with a volunteer agreement form.

How much time will I need to commit?

We are grateful for whatever time you are able to spare. We will discuss how much time you can give at the informal interview.

We recognise our responsibility to arrange volunteering efficiently and sensitively to make the most of the valuable gift of your time.

Can I reclaim expenses?

We will reimburse any reasonable expenses incurred in travelling to and from the place of volunteering, or during your volunteering. We will explain and discuss the reclaiming procedure with you.

Your rights as a volunteer

We recognise your rights to:

- **know what is (and isn't) expected of you**
- **have support in your volunteering**
- **receive appreciation**
- **volunteer in a safe environment**
- **have your out-of-pocket expenses reimbursed**
- **receive appropriate training**
- **be insured and know your rights and responsibilities if something goes wrong**
- **be free from discrimination**
- **be offered the opportunity for personal development**

We are always looking to develop and improve the experience that we offer to our volunteers.

We really value your views and opinions, and you will be given opportunity, where relevant, to share them with the wider team.

