



Community Wellness Facilitator Volunteer - Kensington & Chelsea and Westminster

CNWL Trust employs almost 7,000 staff, offering integrated healthcare to a significant portion of London, Milton Keynes, and beyond.

Brief Description of the Service/Team:

The Mental Health Inpatient Home Treatment Team (HTT) at South Westminster (Gordon Hospital) and North Westminster HTT Team is a specialised unit that provides comprehensive mental health care to patients undergoing crises, including home-based care. Volunteers play a pivotal role in ensuring no patient feels isolated or unsupported post-discharge by providing support within community settings and patients' homes.

We are seeking individuals from the Kensington & Chelsea areas (specifically around W10) who are keen to gain NHS experience and consider a career within.

Lone Working Protection for Volunteers:

To ensure the safety and well-being of our volunteers, we have implemented strict lone working protection mechanisms. This will be part of induction, supervision, and the volunteer manual to make sure all our volunteers are well-versed and protected in their roles.

Commitment and Location

Volunteers primarily work in the community and HTT offices. The specific locations will be allocated by the HTT team depending on the need. These locations may include:

- The Gordon Hospital
Address: XXXXXX
- North Westminster HTT Team
Address: XXXXXX
- Please note that the allocation of locations will be coordinated by the HTT team to ensure proper support and coordination.

Duration: Flexible but 6-month commitment for the pilot phase for 1-2 days a week.

Weekend Volunteering: We are pleased to offer the opportunity for volunteers to engage in their roles over the weekends. This is contingent on the presence of regular staff during these times. However, to facilitate weekend volunteering, it's necessary to first discuss with the HTT team for the allocation of a suitable slot. This ensures proper coordination and support during your weekend involvement.

Eligibility for Independent Volunteering: As a Community Wellness Facilitator volunteer, after two supervised sessions of shadowing, you are eligible to start volunteering independently and should only see patients in the community and during the hours of 9 AM to 5 PM, including weekends (if there is staff on site), unless accompanied by a staff member.

Key Tasks

We are looking for volunteers who would approach these tasks with dedication, empathy, and professionalism, always prioritising the wellbeing and best interests of service users. You will collaborate with the team, patients, and agencies, being involved in **some** of these tasks:

Befriending and Companionship:

- Offer emotional support and companionship to service users to alleviate feelings of isolation and loneliness.
- Engage in regular one-on-one sessions, providing a listening ear and fostering meaningful connections with service users.

Virtual Engagement:

- Facilitate video call sessions for service users, especially those who may prefer or benefit from remote interactions.
- Support in setting up the technology/ understanding how it works

Community Integration with Staff Support:

- Support plan, organise, and deliver community events (coffee meetups, group outings, workshops), supporting individuals feeling connected and integrated into the community.
- Collaborate with local organisations and community centres to explore partnership opportunities for such events.

Daily Assistance:

- Assist service users in their homes or in community settings with everyday tasks such as shopping, attending appointments, and basic chores, ensuring they transition smoothly back to regular life.
- Offer guidance on basic life skills, budgeting, and resource allocation to empower service users to become self-reliant.

Resource Linkage:

- Act as a bridge between service users and local community resources. For example, directing them to food banks, therapy, groups, recreational or educational workshops.
- Support in maintaining a database/ list of local resources and services that can benefit service users.

Outdoor Activities Promotion:

- Encourage service users to participate in outdoor events for their physical and mental well-being.
- Plan and sometimes accompany service users on outdoor excursions, nature walks, or simple outings to parks.

Collaboration with the Home Treatment Team (HTT):

- Maintain open communication with the HTT to provide updates on service users' progress and any challenges faced.
- Collaborate with the HTT for feedback and suggestions on improving services.
- Attend training sessions and workshops organised by the team to enhance skills and stay updated with best practices.

Record Keeping, Feedback & Continuous Improvement:

- Document all interactions with service users, compliant with data protection regulations. This includes keeping logs, noting progress, and any potential concerns.
- Engage in feedback sessions with service users and the HTT to understand areas of improvement and enhance the effectiveness of the community outreach programme.

Note: *Volunteers can visit patients in their homes to offer companionship and non-clinical support once they have been inducted by and shadowed the HTT team during these visits. Volunteers do not have access to clinical systems, cannot act as advocates for the patients, and are not permitted to provide personal care to patients.*

Key traits, skills and experience

- Reliability: to be someone we can rely on: consistent and dependable
- Empathetic, compassionate, patient, tolerant and considerate
- The ability to work independently whilst staying within the role's boundaries, recognising what should and shouldn't be done, when to seek advice or report concerns
- To be passionate about supporting individuals affected by mental health conditions feel valued and valid, supporting them to achieve life-changing goals.

Working Conditions and Environment

- Primarily in community settings with occasional visits to patients' homes and the Mental Health Inpatient Home Treatment office.
- To be physically fit and able to successfully complete a Breakaway course and complete all required training
- To have the skills and confidence to manage service users who may exhibit violence and aggression using approved physical intervention techniques (as shown in your training).

What is in there for you?

- Access to the volunteer to career programme. This programme is designed to help you transition into careers within the NHS through volunteering. To qualify for this programme, you'll need to complete at least 30 hours of volunteering. It's important to note that maintaining an active volunteer status with CNWL, even after reaching the 30-hour milestone, is crucial. If you cease volunteering after achieving 30 hours, you will no longer be eligible for the VtC programme.
- The satisfaction of providing support to people who may experience loneliness
- Experience and insight into working within the healthcare sector, really valuable if you are considering a career in health services or in customer service support roles
- Local induction and orientation
- Full support and the opportunity to gain the National Volunteer Certificate (NVC) accredited by Health Education England and Skills for Justice (SFJ)
- A reference for future volunteering or employment, following completion of at least 60 hours of volunteering.
- Following our expenses policy, reimbursement of agreed expenses.

Next steps and contact details

For an application form, please visit [website address] or to have a chat with our team, you can contact us on [email address]