



Advice and Information & Signposting

Volunteer pack
April 2025



Advice and Information & Signposting Volunteer

Dear Applicant,

Thank you for applying for the post of **Advice and Information & Signposting Volunteer** with Mind in Kingston. Below you will find further details about the post, including the job purpose and how to apply.

About Mind in Kingston

**We are Mind in Kingston. We fight for mental health.
For support. For respect. For you.**

Mind in Kingston is a Local Mind Association and an independent, community mental health charity. We fight to make sure that everyone with a mental health or emotional issue locally has somewhere to turn for advice, respect, kindness and support.

Founded in 1972, we are well respected as a user-led organisation that delivers quality wellbeing and recovery-focused services, and campaigns on mental health issues to influence change. Lived experience is at the heart of everything we do, and we work alongside our local community to reduce mental health stigma and discrimination.

As a leading charity for mental health in the Borough of Kingston upon Thames, we work in partnership with many stakeholders to meet the needs of people with mental health issues, their families, carers, and wider support networks in the borough and beyond. Mind in Kingston is an independently funded charity affiliated to the national Mind; a partner of Southwest London Minds; and a member of Mind in London.

We provide a diverse range of community support offers - including prevention services, therapeutic interventions, advocacy, peer support, groups activities, outreach events, mental health training and campaigns to influence change. We work closely with other organisations to ensure we deliver high-quality and impactful services to people in the local area.

Our team is passionate about improving mental health and wellbeing, often due to their own experiences, whether personal or professional. We offer our team a safe and non-judgmental space to work, encourage their participation in the development of our charity, and have a strong ethos of openness, diversity, dignity, respect and inclusion for all

Our Vision and Mission Statement

Our Vision:

We won't give up until everyone experiencing a mental health problem gets both support and respect.

Our Mission:

- Our mission is to advance the views, needs and ambitions of people with mental health problems and to challenge discrimination and promote inclusion.
- We will influence policy and promote equal rights through campaigning and education.
- We strive to develop innovative quality services which reflect expressed need and diversity.
- In all our work we promote our vision and core values.

Our Aims:

Our overall aim is to improve the mental health of people in and around the Borough of Kingston upon Thames by providing a range of services that offer support, advice, information and signposting. We also promote better understanding and raise awareness of mental health issues, as well as reduce stigma.

We do this by:

Empowering: Enable people to make informed choices about their lives

Improving services and support: Involve people to have their say, be involved or lead initiatives that improve the quality of lives of those experiencing, recovering or at risk of mental health problems

Acceptance: Enable people to cope with, manage and improve their own mental health and allow them to be themselves

Enabling Social Participation: Provide access to fulfilling activities and valued roles in their community

Trusted Networks: Provide safe and trusted services when people are most vulnerable

Removing Inequality of Opportunity: Improve awareness and understanding of mental health needs in the borough

Values:

Open - We reach out to anyone who needs us

Together - We're stronger in partnerships

Responsive - We listen, we act

Independent - We speak out fearlessly

Unstoppable - We never give up

We strongly believe in involving our beneficiaries in our services and adhere to these principles in all our work. Beneficiaries:

- Are involved in the development, management and improvement of our services
- Are treated with respect and dignity
- Have their strengths, as well as needs, acknowledged
- Receive support in determining their choice of services
- Are treated fairly and without discrimination

In addition, the following principles underpin all our work:

Autonomy: both for the charity which is independent and for those who use our services that we respect 'self-governance'

Equality: Embracing diversity and ensuring equality of opportunity for all

Knowledge: for service users to make informed choices and the charity to offer sound and up to date information as well as informing decision makers on many areas relating to mental health and what service users want and experience

Active participation: recognising, supporting and using the skills of people with lived experience of mental health needs

Respect: working with an empathetic, non-judgemental and a person-centred approach to deliver services

For further information about the charity, please visit www.mindinkingston.org.uk.

Create a positive impact.

Why volunteer with us?

Mind in Kingston supports people with mental health issues and raises awareness within Kingston and surrounding areas. Volunteers are essential to our work, and we welcome applicants with lived experience of mental health challenges. We provide comprehensive training, supervision, and opportunities for career development.

Volunteers are extremely valued within our team and a vital part of our service delivery. We encourage and welcome people with lived experience of mental health issues to apply to volunteer with us; this could be personal experience relating to yourself, a family member or a friend, or in a professional capacity working with people with mental health issues.

We care about everyone's wellbeing and as an integral member of our team; volunteers receive extensive support to ensure they are trained and skilled up in their roles, so that they may also progress further in their career aspirations. They receive regular supervision and development opportunities as well as be part of our volunteer awards programme to recognise and celebrate their achievement and contribution to our community. As team members, volunteers have the opportunity to engage with the board of trustees, staff and other volunteers both professionally and socially.



Role Profile:

Job Title:	Advice and Information & Signposting Volunteer
Weekly Hours	Minimum 4 hours per week
Expenses:	Expenses are compensated where applicable such as travel
Commitment:	At least 3 months
Responsible to:	The Service Navigation Lead

Project Overview

Mind in Kingston is a local charity that supports people with mental health issues, and campaigns to raise awareness about mental health in Kingston and surrounding areas. We are affiliated to National Mind but operate independently in the Borough of Kingston upon Thames and surrounding areas.

The Information, Advice, Signposting & Referral Service is designed to provide enquirers with empathic advice, information and/or signposting

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We care about everyone's wellbeing and as an integral member of our team, volunteers receive support to ensure they are trained and skilled up in their roles that they may take further in their career aspirations. They receive regular supervision and development opportunities as well as be part of our volunteer awards programme to recognise and celebrate their achievement and contribution to our community. As team members, volunteers have the opportunity to engage with the board of trustees, staff and other volunteers both professionally and socially

Main purpose of the role:

- To provide confidential telephone advice and information about local services to service users.
- To provide empathic listening
- To signpost service users to appropriate services.
- To promote emotional and physical wellbeing to service users.
- To collect data for monitoring purposes.

Tasks will include:

- Phone or email service users to provide advice, information and signposting.
- To research and learn about local services for information.
- To record each interaction with a service user on an enquiry sheet and file these in line with data protection regulations
- To fill in the message book and inform colleagues about messages relevant to them.
- To immediately raise safeguarding concerns and complete safeguarding if necessary.
- To maintain regular contact with your supervisor
- To attend meetings and supervision on a regular basis.

What you will receive in return:

- Training in providing remote support and telephone skills including mental health awareness, and boundaries.
- Training in adult safeguarding and local procedures.
- Training for any other skills as identified by yourself and your supervisor.
- Regular check-in with your supervisor, and monthly clinical and managerial supervision.
- An opportunity to learn new skills and develop existing ones while being a part of a lively and supportive team at Mind in Kingston.
- References upon completing your volunteering with us.
- Reasonable expenses to be paid so you are not left out of pocket

What we expect from you:

- Commitment for at least three months
- Attend and complete training as directed.
- Adhere to our policies and procedures, particularly confidentiality, data protection, Safeguarding and health and safety.
- Confidence in supporting people with mental health challenges.
- Be able to deal with distressed users in a calm and robust manner.
- Be Proactive engagement with your supervisor for support.
- Safe handling and return of any equipment issued.

You may on occasion volunteer from home, so a confidential space is essential.

Application Process:

- **Two references** (one from a professional contact) are required.
- An enhanced **DBS check** is necessary.

We ask volunteers for **two references**, one of which must come from a professional connection such as a current or previous employer or a tutor. You will also need to undergo an enhanced DBS (Disclosure and Barring Service) check, as you will be working with vulnerable adults.

How to apply:

Please apply by completing an application form at <https://tinyurl.com/MiKVolForm> and we will be in touch as soon as we can. If you would like more information or the application form in an alternative format, please email volunteering@mindinkingston.org.uk or call 020 8255 3939.