

MhIST – Volunteer Advocacy Case Representative

30 Chorley New Road
Bolton
BL1 4AP
Tel: 01204 527200

WHEN REQUIRED

MhIST require Volunteer Advocacy Case Representatives all year round.

AREA OF INTEREST

Mental Health

TYPE OF ACTIVITY

Community and Hospital based advocacy

RECRUITMENT METHOD

Application form, Induction training, Police checks, References, Interview, trial period.

VOLUNTEER ROLE

- To adhere to all MhIST policies and procedures
 - To deliver advocacy to people who experience mental health problems and/or their carers.
 - To meet with clients to establish what their issues or concerns are.
 - To accept self-referrals or referrals from other agencies
 - To keep detailed case notes
 - To submit case notes when required
 - To share all relevant information with the client
 - To support the client as necessary at meetings etc
 - To attend support meetings with the advocacy team wherever possible
 - To speak on behalf of the client when instructed by the client to do so
 - To work with the client to establish and identify potential choices/solutions
 - To support the client with their choice of solution
 - To work on the issues in priority order established with the client
 - To make phone calls or write letters for the client whenever instructed by them
- Where appropriate, necessary and agreed with the client to refer on to other specialist agencies when required

SKILLS AND QUALIFICATIONS

There are no specific qualifications required; however volunteer advocacy case representatives must be able to communicate both verbally and in writing

MORALS

Here at MhIST it is essential that all volunteers have a positive outlook and approach to people who identify with mental health issues or problems. Above all else we require people to be approachable, warm, friendly, non judgemental and empathic, be able to abide by our rules on confidentiality.

AGE/GENDER RESTRICTIONS

16+ No gender restrictions

DISABLED ACCESS

There are steps to the front door and the toilets are situated on the first floor

EQUAL OPPORTUNITIES POLICY

Yes

EXPENSES

All reasonable out of pocket expenses will be paid

INDUCTION

MhIST delivers its own in-house training which covers:

An overview of MhIST, the organisation, MhIST policies and procedures, MhIST services, mental health awareness (overview), boundaries, confidentiality, perceptions and stereotypes, active listening, empowerment/disempowerment, personal safety, communication, anti-discriminatory practice and support options for all volunteers.

INSURANCE COVER

Yes

TRAINING

Further training will be provided as and when necessary

DIRECTIONS

MhIST is situated at the Bolton end of Chorley New Road opposite the entrance to Bolton Hospice and approximately 300 metres from Landmark House surgery/chemist.

Bus numbers 575, 505 617.