

Recruitment Information Pack

Young People's Support Volunteer

Welcome to York Mind!

Thank you so much for your interest in volunteering with us.

In this pack you should find all the information you need to find out what we're about

This includes:

More about us, what we believe in and our values

An overview of the Young People's Support Volunteer role, followed by role description and person specification

What we expect from each other

Our Organisation

York Mind is a vibrant and compassionate organisation who work to promote recovery from mental ill-health, improved emotional well-being and independent living. We offer a range of both face to face and digital services from 1:1 support, social activities, advocacy right through to training and services to improve workplace wellbeing.

Our team really care about making a difference and come together to make a change for people's mental health. Last year we helped over 4500 people who are living with mental health problems.

We Believe

- Mental health is important and a part of each of us
- All people have a right to thrive
- Access to mental health support should be there for everyone
- Asking for help is brave, and lived experience matters
- Stigma around mental health is wrong and must be challenged
- Our work makes a positive difference and we are here to stay

Our Values

Being Brave - Finding the courage and compassion to connect with, and walk alongside others, providing encouragement through rough times towards better days.

Standing Up - Dedicating ourselves to advancing mental health appreciation, and championing the conditions that enable people to do and be well.

Developing Together - listening to, learning from and helping one another we grow stronger together, becoming better able to serve our communities.

Actively Seeking - Realistic about the scale of the challenge, to achieve equity of standing for mental health and wellbeing. We hold on to hope, that through our work, things can and will improve

Being Pragmatic - Making decisions based on what's possible and works for the individual. We are down to earth and communicate clearly with kindness

About the role

We are looking for volunteers who are passionate about supporting young people aged 11 to 21 (25 with SEND) who are struggling with their emotions and mental health. York Mind Young People's Support Volunteers provide a safe space for young people to talk about their experiences. They empower each young person to see themselves differently, build positive relationships with friends and family, grow in confidence and self-esteem and maintain a healthy approach to their mental health and wellbeing. We are looking for volunteers who have an understanding of issues surrounding mental health, including those that young people face in modern society and have some experience communicating with young people.

All volunteers must be committed to attending our initial training which includes an introduction to mental health, safeguarding, confidentiality and managing boundaries; and be able to commit to providing weekly support. Currently the drop-in service and group support projects take place on Monday and Thursday evenings so volunteers would need to be available on either/both these evenings. All volunteers will receive ongoing support. Due to the nature of the support we ask for a minimum 6 months commitment to this role.

If you feel this opportunity may be for you but you would like to find out more, please email Rebecca.steele@yorkmind.org.uk or alternatively complete the attached application form and email this to yorchoice@yorkmind.org.uk

Interviews will be held on a rolling basis and this advert will close once sufficient interest has been received.

Volunteering Role Description

Role:	Young People’s Support Volunteer
Hours:	2-3 hours a week
Responsible to:	Young People’s Project Manager – Rebecca Steele
Primary Base:	Highcliffe House, Clifton
Aim of the role:	Provide mental health support for young people accessing the drop-in service or group support.
Main Duties	
<ul style="list-style-type: none"> • Welcome young people to the drop-in/group sessions and offer a safe, welcoming place for them to access support. • Get involved with games and activities to help them feel supported and involved. • Guide young people through the Yormind website and other support available in the city. • To listen to young people – offering them a safe space to talk and feel listened to without judgement. • Gather feedback from young people who have accessed our services to help inform future service provision. • Maintain boundaries and confidentiality, and report any safeguarding concerns immediately to the Young People’s Project Manager • Engage with all training provided and interest in attending any additional training. • Comply with all relevant York Mind policies, procedures and processes. 	

Person Specification	
	Desirable
	Essential

Requirements	Undergo a Disclosure and Barring Service (DBS Check) and provide two satisfactory references	
	Be over 18 years of age	
Experience	An understanding of the needs of young people experiencing difficulties with their mental health (e.g. lived experience, volunteering or personal circumstances i.e. supporting friends or family members).	Recent experience of working with young people experiencing difficulties with their mental health.
Knowledge and Understanding	Some knowledge and understanding of mental ill-health and recovery.	Knowledge of safeguarding children and young people.
	Strong interpersonal and communication skills.	
	An awareness of other support and local services that are available to young people	
	Ability to maintain clear boundaries with users of the service.	
	Understanding of confidentiality.	
Personal Attributes	Passionate about young people's mental health and wellbeing.	
	Sensitivity to issues faced by young people who are vulnerable or in mental distress.	
	Awareness of own resilience and needs in a mental health setting.	
	Clear commitment to the values of York Mind.	



Finally, what are the principles of York Mind?

Our clients and colleagues are really important to us. We want York Mind to be a great place to work and to receive services from, so we have some expectations of our whole team, which we have pulled from our values.

The York Mind team will:

Be empathetic and compassionate: You feel able to walk alongside someone else and appreciate what they are going through, even if this is different to your own experience. You do this with compassion and kindness

Value difference: Whether this is a protected characteristic or a different point of view, you will embrace diversity and value the differences and contributions we all bring

Champion Equity: Whenever you are representing York Mind, we expect you to be championing equity in mental health services, and equity across all communities for good quality mental health services

Be non-judgemental – Mental health and wellbeing can be sensitive and challenging subjects. Everyone experiences mental health differently and we all bring a non-judgemental approach to our work. You may also need to challenge others stigmatising views in a gentle and non-judgemental way.

Be open and transparent – You're honest with our clients about what help we can give, and open about our expectations of them. You give your views generously and equally listen to others.