A logo for a health care company

AI-generated content may be incorrect.

The Old School, Priory Orchard, Margery Lane, Durham, DH1 4QJ. Tel: 01913848100

e-mail: enquiries@stmargaretscentre.co.uk

[www.stmargaretscentre.co.uk](http://www.stmargaretscentre.co.uk)

*Registered Charity No. 1160900*

**Attendee Support Volunteer Role**

**General Information**

**Role Title:** Attendee Support

**Type of appointment:** Volunteer

**Reports to:** Operations Lead/Centre Manager

**Responsible to:** Management Committee

(**Tuesdays** & **Thursdays** only. Between **9.30am** - **4pm**, hours are flexible depending on personal circumstances. You must be **18 years or over** to apply for this role due to working with vulnerable adults.)

**Role Purpose**

The Volunteer will need to be a friendly, understanding, and warm personality to help support people living with mental health problems. Whilst under the supervision of staff, you will be responsible for enabling and encouraging attendees to be creative, with access to an array of Arts and Crafts materials. We encourage volunteers to occasionally plan and deliver small group activities, this could include quizzes, brain training activities or games. You are encouraged to take the time to go around the room and chat with individuals and get acquainted with our wonderful attendees, whilst also welcoming new ones so they feel less nervous and included. We ask that volunteers assist with service user review forms, which are used for monitoring and service development. You may also be asked to ring and check in on clients that we have not seen in a while or are currently off sick.

**Main Duties:**

* Enable attendees to complete arts-based tasks to reach their therapeutic goals
* Engaging in and encouraging conversation with others
* Suggesting and running small group activities is encouraged
* Support attendees to reflect on previous goals and set new goals
* Help new attendees feel welcome, included, and safe
* Assist with attendee development and monitoring forms
* Make phone calls and check in with clients who have not attended in a while

This is not an exhaustive list of duties and may be amended as the role develops.

**Desirable Core Skills**

* Mental health awareness and mental health first aid is preferable but not essential. Extra training may be offered upon request.
* Safeguarding Children and Vulnerable adults training is essential, this will be offered by St. Margaret’s Centre, and you will receive a certificate upon completion.
* Cheerful nature, good interpersonal skills – able to communicate confidently with a range of people.

**Volunteer Perks**

* Extra training and certificates offered, such as Mental Health First Aid and Safeguarding Vulnerable Adults.
* Bus fares/train fares will be reimbursed once a valid receipt is shown (**External volunteers only**)
* Petrol/Diesel will be reimbursed at 34p per mile up to a maximum of £10 a day (**External volunteers only**)

**A Disclosure and Barring Service (DBS) check is essential for this role, and will be provided by the Centre if one is not already in place.**

If you are interested in this role, please fill out a volunteer application form if available or request one at [nicola@smcdurham.onmicrosoft.com](mailto:nicola@smcdurham.onmicrosoft.com). Once we receive your application, you will be invited for an initial visit to look around our centre and discuss the role further. Please visit our website to learn more about St. Margaret’s Centre and what we do here [www.stmargaretscentre.co.uk](http://www.stmargaretscentre.co.uk).