

Hillingdon Mind



For better  
mental health

# Hillingdon Mind Volunteer Induction Pack And Checklist

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# Hillingdon Mind Mission Statement

Hillingdon Mind believes that life experience and the environment we live in play a major part in influencing our mental health. Our upbringing, the pressures of day to day living, the experience of trauma, discrimination, harassment and poverty can all have adverse effects on our mental well-being.

Our vision is of a society that promotes and protects good mental health for all, and that treats people with experiences of mental distress fairly, positively, and with respect.

The needs and experiences of people with mental distress drive our work and we make sure their voice is heard by those who influence change.

Our independence gives us the freedom to stand up and speak out on the real issues that affect daily lives.

We do all this to make it possible for people who experience mental distress to live full lives, and play their full part in society.

## **Diversity**

We respect everyone's experience and we ensure that inclusion is at the heart of our work.

## **Partnership**

We are committed to working with our networks and all who will help us achieve our mission.

## **Integrity**

Our independence ensures our integrity: we are never compromised.

## **Determined**

We will never give up challenging discrimination and campaigning for better mental health.

## **Informed**

People with experience of mental distress drives everything that we do.

# 1. Welcome

Welcome to Hillingdon Mind. This is your volunteer induction pack. In it we aim to introduce you to the work of Hillingdon Mind and provide guidelines on the roles of volunteers within the organisation.

Please work through the roles and responsibilities of Hillingdon Mind and volunteers with the manager of the service you volunteer in, or with the volunteer co-ordinator. This is to ensure that you understand the necessary policies and practices, and that you feel comfortable and confident within your role as a volunteer.

This pack is an introduction to Hillingdon Mind. Hopefully you will gather more information after training courses etc. This will serve to enhance your voluntary role and give you added insight and knowledge of our services and the people who use them.

I hope you enjoy your time with Hillingdon Mind and thank you for your time and commitment.

## 2. Hillingdon Minds Volunteer Statement

- Hillingdon Mind welcomes and encourages the involvement of volunteers in the provision and delivery of services on the basis that everyone has something to offer regardless of beliefs, background and individual circumstances.
- Volunteers are not a substitute for paid staff. They play a valuable role in assisting the delivery of services to people in need, and offer a legitimate and complementary resource to that of paid staff.
- Volunteers are recognised as having a significant contribution to make by increasing the range of experience that service users have access to.
- In recognition of their contribution it is essential that volunteers are adequately resourced in terms of supervision, training, support and finance.

## 3. History of Hillingdon Mind

Hillingdon Mind, formerly the Local Association for Mental Health, was re-launched in 1984 and is affiliated to National Mind. Over the years Hillingdon Mind's services have expanded and changed to adapt to the communities we service. Hillingdon Mind's Asian Projects have pioneered the way, for the last 18 years, in reaching and engaging BME (Black, Minority, Ethnic and Refugee) communities in mental health services. Our supported housing service has provided safe housing for people with mental health distress for over 18 years. We have provided social drop in clubs for over 20 years as a place for people with mental health distress to meet, talk and receive peer support. We continue to develop and improve all of our services so that Hillingdon Mind can continue to deliver its best possible service for our local communities.

## 4. Aims

1. At Hillingdon Mind we are committed to dealing and working with our Service Users, our employees, and our volunteers, in accordance with best practice. We will deal with people fairly and place value on the relations with our Service Users.
2. We will always try to satisfy our Service Users' expectations as well as their stated needs.
3. We will communicate fully and openly on work which is being undertaken
4. We will treat our employees fairly in all aspects of their employment, which must include the provision of a safe and healthy working environment and fair terms and conditions.
5. We place value on the involvement of employees and volunteers in the achievement of the Organisation's objectives and encourage their commitment to those objectives
6. Employees and volunteers are also encouraged to identify areas where improvement may be made to our processes and procedures.

## 5. Who's Who in Hillingdon Mind

As a registered charity, Hillingdon Mind has a Board of Trustees of up to 12 members, all acting in a voluntary capacity. All staff are held accountable to the Board of Trustees.

### Director

Jill Patel

Is responsible for the overall management of the organisation and its development.

### Assistant Director

Nicholas Pelas

Assists in the overall management of the organisation.

### Office Manager

Kate Barker

Is responsible for the administrative and human resource duties of the organisation.

### Volunteer Co-ordinator

Anthony Brocchi

Is responsible for the recruitment, support and development of Volunteers.

### Befriending Co-ordinator

Aurora DaSilva

Is responsible for the Befriending Scheme.

### Social Clubs Manager

Cherry Hall

Is responsible for the social drop in clubs at Aston House and Mead House.

### Counselling Manager

Faye Young

Is responsible for the Counselling service.

### Weekend and out and about Manager

Gabriel Smith

Is responsible for the Pembroke centre weekend clubs and the out and about club.

### Asian Project and Diversity Manager

Kiran Seth

Is responsible for the Asian social drop in clubs and Asian Befriending scheme.

## Appropriate Adult Co-ordinator

Les Board

Is responsible for the Appropriate Adult Scheme.

## Finance Manager

Peter Ford

Is responsible for all financial needs of the organisation.

## Housing team

Chris Phillips

Is responsible for the Housing Team .

# 6. Values and Beliefs

1. Hillingdon Mind believes that all individuals have a right to a fulfilling life and the right to play a full role within the community.
2. Service users should be provided with quality services that include a good standard of housing, personal care and healthcare. In addition to this services should also include: appropriate opportunities for social relationships; education and training; leisure and employment; and spiritual fulfilment.
3. The principles on which we provide our services are:
  - Diversity  
We respect everyone's experience and we ensure that inclusion is at the heart of our work.
  - Partnership  
We are committed to working with our networks and all who will help us achieve our mission.
  - Integrity  
Our independence ensures our integrity: we are never compromised.
  - Determined  
We will never give up challenging discrimination and campaigning for better mental health.
  - Informed  
People with experience of mental distress drives everything that we do.
  - Competent and well trained staff  
Service users will benefit from well trained and supported staff that will provide a high quality service and protection from abuse.
  - Working in Partnership  
Hillingdon Mind will work co-operatively with other agencies and carers in the planning and delivery of services to service users.
  - Best Practice  
To meet an ever changing social care and health environment, Hillingdon Mind strives to be an innovative provider whilst also meeting legislative and national guidance requirements.

# 7. Policies and Procedures

As a volunteer you are expected to comply with all policies and procedures.

Listed below are all the key policies and procedures of the organisation, full copies can be obtained upon request.

## a) Health and Safety

As a Hillingdon Mind volunteer you have legal responsibilities, which include:

- 1 To take reasonable care for your own and others health and safety.
- 2 To co-operate with the organisation on health and safety.
- 3 To not interfere with or misuse anything provided for your health, safety and welfare.

## **b) Fire Safety**

You must familiarise yourself with the emergency plans and procedures and “fire instructions” displayed throughout Hillingdon Mind premises. If you do not understand these, ask your Line Manager or the Volunteer Co-ordinator.

## **c) First Aid**

During normal working hours first aid treatment is available on the premises. If an injury occurs at work it must be recorded in the accident book. Injuries received at work lasting 3 days or longer must be reported to RIDDOR through the Office Manager based at Aston House.

## **d) No Smoking Policy**

The organisation operates a “No Smoking” policy. Smoking is not permitted in any of the organisation’s premises. Breach of these rules is a disciplinary offence.

## **e) Alcohol and Drugs Policy**

Under legislation Hillingdon Mind has a duty to ensure, so far as is reasonably practicable, the health and safety and welfare at work of all our employees, volunteers and service users. Similarly you have a responsibility to both yourself and your colleagues. The use of alcohol and drugs may impair the safe and efficient running of the service and/or the health and safety of all participants.

If your performance or attendance of your volunteer role is affected as a result of alcohol or drugs, or we believe you have been involved in any drug related action/offence, we may decline to accept/or terminate your services as a volunteer.

## **f) Violence and Harassment Policy**

As a volunteer, it is important that you are aware of your role in the detection and prevention of abuse. Abuse can take many forms which can include: verbal abuse, emotional abuse, physical abuse, sexual abuse, financial abuse and institutional abuse. Any incident of any form of abuse should be reported to a member of staff or Volunteer Co-ordinator.

## **g) Equal Opportunities / Diversity Policy**

Hillingdon Mind is committed to equal opportunities and seeks to recruit and retain volunteers from all sectors of the community. In particular, we welcome applications from people who have experienced difficulties with their own mental health or who have used mental health services.

Hillingdon Mind will not tolerate the less favourable treatment of anyone on the grounds of their gender, age, race, colour, nationality, ethnic or national origin, disability, marital status, sexual orientation, responsibility for dependents, trade union or political activities, religious or other beliefs, or any other reason which cannot be shown to be justified. This policy is subject to the requirements and legislative framework as outlined in the Equality Act 2010.

## **h) Confidentiality and Information Sharing Policy**

Those who confide in the staff and volunteer workers of Hillingdon Mind should feel assured that their confidentiality will be respected at all times. With the exception being if you believe anyone to be at risk of harm. If this is the case, a member of staff must be informed immediately.

## **i) Code of Conduct**

A full copy of the Code of Conduct for Volunteers is included at the end of this pack. Please read and familiarize yourself with the contents. Ask your Line Manager or Volunteer Co-ordinator if you need any clarification.

## **j) Confidential reporting (Whistle blowing)**

This is Hillingdon Mind policy on the conduct expected of staff, volunteers and Trustees who believe that misconduct has occurred in the running of Hillingdon Mind's affairs, and of the conduct expected of staff, volunteers and Trustees towards people who report suspected misconduct.

Misconduct includes fraud, corruption and failure to act in accordance with Hillingdon Mind's policies or accepted standards of good conduct in any matter that concerns Hillingdon Mind.

Staff, volunteers and Trustees who have reasonable grounds to suspect misconduct should, if they are not in a position to deal with the matter themselves, report it to their Line Manager, Volunteer Co-ordinator or the Director of Hillingdon Mind.

## **k) Professional Boundaries**

Although your role within Hillingdon Mind is not that of a paid employee, you still have a responsibility to maintain a professional attitude and adhere to clear boundaries. This will ensure that your voluntary role is not jeopardised in any way.

1. Be clear with the person you are working with that you are not a casual friend, you have an agreed role within the project you are placed with.
2. Be clear about what your role is (mixed messages can cause problems).
3. Do not divulge private or personal facts about yourself. Although it is important to 'give' your personality to your role.
4. Do not give your home address or phone number to service users (only designated people should have this information).
5. Do not take service users to your home or those of family or friends.
6. Do not give or receive money or gifts from service users.
7. Discuss all requests for any of the above with your Line Manager or Volunteer Co-ordinator.

## **8. Hillingdon Minds Responsibilities to Volunteers**

- Hillingdon Mind will reimburse any out of pocket expenses (see claiming expenses guidelines).
- Hillingdon Mind will provide suitable induction training for all volunteers and provide ongoing training.
- Hillingdon Mind agrees to provide regular supervision meetings (see supervision and support guidelines).
- Hillingdon Mind will ensure that all volunteers are covered by insurance and the Health and Safety Policy.
- Hillingdon Mind will ensure that there are mechanisms within the organisation that will allow the views of volunteers to be heard.



## 9. Supervision

Hillingdon Mind recognises the need for supervision for all volunteers. We define supervision as allowing space to reflect on your work, look at the support you are receiving and discuss any issues or concerns which you wish to raise. Different project or services have different forms of supervision. Supervision is not a reaction to a crisis situation but minimises the risk of crisis by preventing issues building up.

There are 4 forms of supervision available:

1. Ongoing informal feedback at the end of a session.
2. Group supervision, a chance to meet your fellow volunteers for peer support with your Line Manager.
3. Fortnightly supervision for counsellors with an external supervisor.
4. A booked supervision session with your Line Manager or the Volunteer Co-ordinator.

## 10. Rights and Responsibilities of Volunteers

Volunteering work is a legitimate activity as a separate pursuit, and not as a substitute for paid work.

### 1. Rights

- You have a right to say no and refuse work.
- To know to whom you are responsible.
- To have a clear idea of the tasks you are being asked to perform.
- Receive all out of pocket expenses. Volunteers should not financially gain or lose out because of doing voluntary work.
- To be covered by adequate insurance for the range of liabilities and risks to which they might be exposed.
- To have views and opinions heard.
- To be entitled to the same health and safety cover as paid staff.
- To initial and ongoing training.
- To have respect from fellow workers (see Equal Opportunities Statement).
- To be appreciated.
- To receive references on the basis of your voluntary work.
- To be informed of job opportunities.

### 2. Responsibilities

- Volunteers must not say or do anything which can be interpreted as an act of discrimination and must follow equal opportunities policies of the project/service for which they are working.
- To work within the philosophy of Hillingdon Mind.
- Work within the agreed job outline.
- Respect confidentiality (see confidentiality policy).
- Be reliable. If appointments cannot be met the appropriate person must be informed.
- Be honest about the amount of time you are able to commit.

# 11. Volunteer Skills Values and Attitudes

The following is a summary of skills necessary for volunteering.

## Listening and Communication Skills

Listening is something we do all the time and is not generally thought of as a skill. When you listen to the radio you can choose how much attention you pay it. Service users are entitled to your full concentration. It is therefore important that you are in the right frame of mind and are aware of the skills needed so that the person is assured that you are actively listening to what is being said.

### Key Points

- Try to be aware of and resist distraction.
- Keep an open mind and be aware of any prejudices you might have or any assumptions you might be making.
- Actively work on listening.
- Be aware if your mind wanders then you are no longer fully taking in what is being said to you.
- Don't lose eye contact.
- Don't interrupt as this signifies lack of respect.
- Nod and show that you are actively listening.
- Have patience.
- If you don't understand what has been said seek clarification.
- Some service users may find communication difficult so it is worth discussing with staff ways of understanding or interpreting signs or key words.

### Some Problem Areas

- Assuming that people with communication difficulties are unable to think for themselves.
- Asking third parties what is best for the service user - ASK THEM!
- Feeling awkward about asking someone what assistance they require.
- Making judgements about people's abilities based on their disabilities.
- Avoiding eye contact.
- Closed' body language - sitting with arms crossed etc.
- Lack of patience or understanding when someone is communicating.
- Assuming that all people have the same needs and wants based on their circumstances or level of ability.
- Awareness of how you are communicating with someone - are you shouting or speaking slowly unnecessarily?

## Body Language & Non Verbal Communication

Body language can express a large range of communication. Touch can be a medium to show encouragement, concern and emotional support; however it is important to be aware that some people may be distressed by touch and uncomfortable if people step into their own personal space, so try to be aware of this.

## Being Non Judgmental

Hillingdon Minds service users may have many stereotypes placed upon them e.g. that people with mental health distress are dangerous. It is important that you become aware of

any in built stereotypes and challenge them. It is only through discussion, raising awareness and experience that we can look at pre-conceived ideas so do not be afraid to discuss these with your Line Manager.

## 12. Looking After Yourself

Hillingdon Mind recognises that it has a duty and responsibility to ensure the health, safety and welfare of its employees and volunteers. Volunteers are covered by Hillingdon Mind's Health and Safety Policy. A full copy is available upon request.

### Assessing Risks

In setting up a service/project Hillingdon Mind recognises the potential risks to both volunteers and service users and will endeavour to minimise those risks as far as possible. Service users will be assessed as to the appropriateness of one to one contact. Volunteers will never be left in a situation where they will be on their own in a premise. Staff will always be there so volunteers are not made vulnerable.

Contact numbers will be provided on occasions where volunteer roles are not in fixed premises and an assessment of risk will be conducted by the relevant line manager in advance.

All volunteers will have an induction session which will raise awareness and provide knowledge on personal safety. This will also explain that volunteers have a responsibility to ensure their own personal safety.

### Manual Handling

Never manually lift a service user unless you have to do so in an emergency to ensure their safety. Hillingdon Mind operates a "No lifting" policy to ensure against injuries to staff and volunteers. In the interest of personal safety, you are dissuaded from lifting any loads outside of your individual capability.

### Take a break

One part of taking care of yourself is to take a break, whether it is taking 10 minutes out during a session, or feeling that you need a few weeks off from your volunteering role. Then just inform your Line Manager or Volunteer Co-ordinator when you need to take some time.

## 13. Challenging Behaviour

Violence or challenging behaviour includes a whole range of hostile behaviour from verbal insults through to physical violence. Volunteers are not expected to get involved or deal with violent, abusive or threatening situations. Your responsibility is to make staff aware of any such events.

Prevention - Hillingdon Minds Responsibility to Volunteers

It is Hillingdon Minds responsibility to ensure that volunteers are not put at unacceptable risk in any way. Staff will share information with volunteers on any challenging or threatening behaviour, or if they are aware of potentially upsetting subjects, places to visit etc.

Volunteers Responsibility:

- To let staff know of any aggressive, challenging or strange behaviours shown by service users.
- To share information if you felt threatened and seek support.
- To let staff know where you are in the premises.
- To let staff know when you are working off premises, where you are going and what time you expect to return. You might be expected to text your Line Manager.

- Not to put yourself into potentially dangerous situations.

## 14. Induction and Training

This induction pack is intended to help prepare you for your role as a volunteer. It provides the basic information and should be worked through during your induction at your placement site. If you have any queries please discuss them with staff members or the Volunteer Co-ordinator.

You will be introduced to all members of staff and their role will be explained. You will be introduced to all the service users and shown around the premises. You will have time to shadow staff and have support from staff members until you feel confident with the tasks you are being asked to do. All volunteers will go through the induction process.

## 15. Driving Policy

If you wish to use your own car during voluntary work with a service user it is advisable to inform your insurance company that you are using your vehicle for this purpose. Checks will be made by Hillingdon Mind that you have a valid driving licence, MOT and insurance.

## 16. Guidelines for Claiming Expenses

Volunteers will be paid all reasonable out of pocket expenses incurred through their volunteering with us and will need to keep receipts/tickets and fill out a volunteer's expenses claim form. A sample expenses claim form is included in this pack.

Hillingdon Mind's list of reasonable expenses is:

- Travel expenses e.g. travel cards; bus tickets (keep all tickets as a receipt or photocopy of oyster card)
- Petrol costs (40p per mile start and finish locations to be listed on appropriate form)
- Parking (keep all tickets)
- Drinks/small meals to maximum of £5 per month (Keep all receipts. Expenses should be incurred through volunteering so to be eligible you should volunteer around meal times)

## 17. List of Important Telephone Numbers

Hillingdon Mind office	01895 271559
Jill Patel Director	01895 271559
Anthony Brocchi Volunteer co-ordinator	07852590080
Aurora DaSilva Befriending co-ordinator	07956395072
Cherry Hall Social Clubs Manager	07947985553
Faye Young Counselling Manager	07949916634
Kiran Seth Asian Project manager	07956395073
Les Board Appropriate Adult manager	07810403166



# Volunteer Induction Checklist

Please tick each topic after covering it either during induction course or at your voluntary placement, to show that you have received and understood information on the issues involved.

- Hillingdon Mind's aims, values and beliefs
- Key policies and procedures
- Volunteer statement
- Volunteer values and attitudes
- Rights and Responsibilities to and of volunteers
- Expenses procedure
- Checked Driving Licence, MOT and Insurance
- Induction and following training courses
- Placement Health & Safety information  
(Fire, smoking)
- Relevant information is given to you about the people you will work with
- Premises layout e.g. toilets, refreshment facilities, where to keep personal belongings etc

Signed:

Volunteer.....Date.....  
Line Manager.....Date.....



## Hillingdon Mind Equal Opportunities and Ethnicity Monitoring Form

### Volunteer Role:

To enable Hillingdon Mind to monitor the implementation of its Equal Opportunity Policy, please complete the following questionnaire. Your answers will be treated confidentially and will not affect your volunteer application in any way. Please return the completed questionnaire with your volunteer application form.

Please make sure that you read all the categories and then tick the boxes that apply to you.

1. I am white

- |   |                   |                          |   |
|---|-------------------|--------------------------|---|
| a | of British origin | <input type="checkbox"/> |   |
| b | of EU origin      | <input type="checkbox"/> |   |
| C | of other origin   | <input type="checkbox"/> | * |

2. I am Asian

- |    |                        |                          |   |
|----|------------------------|--------------------------|---|
| a. | of Indian origin       | <input type="checkbox"/> |   |
| b. | of Pakistani origin    | <input type="checkbox"/> |   |
| c. | of Bangladeshi origin  | <input type="checkbox"/> |   |
| d. | of East African origin | <input type="checkbox"/> |   |
| e. | of Chinese origin      | <input type="checkbox"/> |   |
| f. | of other origin        | <input type="checkbox"/> | * |

3. I am black

- |    |                     |                          |   |
|----|---------------------|--------------------------|---|
| a. | of Caribbean origin | <input type="checkbox"/> |   |
| b. | of African origin   | <input type="checkbox"/> |   |
| c. | of other origin     | <input type="checkbox"/> | * |

4. I belong to some other group or groups

\*

5. Sex Male

Female

6. Age in Years

7. I am Married

Unmarried

8. I am Disabled Yes

No

\* If you wish, please give a brief description of your ethnicity.