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**Volunteer**

**Pack**

**Volunteer and Students Induction pack and contract**

**What is Kinmos?**

* Kinmos is a registered charity based in the heart of Kings Heath and Moseley
* Established in December 1979 to offer a hand of friendship and reduce social isolation to anyone with a history of mental health issues
* Committed to the social inclusion of those with a history of mental health issues offering them support to self-manage their lives throughout their illness and recovery

**What we do**

* Provide advice, information, advocacy and physical and mental health well-being activities to adults with Mental Health issues in Birmingham.
* Our role in the industry is to reduce the need for support from other more costly services like Community Mental Health Teams (CMHT) and Hospitals.
* To reduce social isolation, enhance lives, knowledge, choices and skills and encourage self-management throughout illness and recovery.
* We offer an early intervention strategy, closely monitoring service users well-being.

**Our organisations structure**

* Kinmos is governed by a board of trustees who have overall responsibility of the centre, they provide oversight of all functions, including financial and regulatory and make all ultimate decisions
* The Manager oversees the running of the centre and is responsible for developing, establishing and enforcing the centre's policies and procedures, supervising staff and oversees the coordinating and supervising of the volunteers and students
* The Project Coordinators’ role is to facilitate the activities, interacting with the service users and coordinate and support Volunteers.
* The Accounts clerk’s duties include formulating monthly accounts, producing reports of monies spent.
* All members of staff have had an enhanced DBS and receive regular, first aid and food hygiene training.

**The service users**

* All service users have to be referred and have a risk assessment highlighting current behaviour and circumstances relating to their mental health condition
* We utilise these risk assessments picking up on warning signs and triggers which help us effectively monitor their well-being and enable us to intervene if there are signs of deterioration or crisis
* We offer an open-door policy and actively encourage choice and control in all aspects of our service to promote independence boosting confidence and self-esteem

**Volunteers and Students**

* All Volunteers and Students have a formal induction.
* Duties may include: working in the café area, befriending, helping with activities, helping to tidy up after activities.
* All students and volunteers are to work in a professional manner and adhere to Kinmos’s Code of practice and principles of conduct at all times
* All volunteers and students have an enhanced DBS to minimise the risk to vulnerable adults and ensure safeguarding

**Our principles of conduct**

* All staff, volunteers and students are to take responsibility for quality and standards of delivery of service in all activities and duties and to ensure they are met in a supportive environment.
* To use reflective and best practice making where needed improvements and innovating throughout working consistently across the board.
* To ensure policies, procedures, laws and legislations are up to date and readily available to all and to uphold our code of practice and work in accordance with the Kinmos Ethos.

**Code of practice**

* To maintain Duty of care at all times maximising safety and safeguarding, having risk assessments in place, minimising risk and promoting recovery to protect themselves and others from harm.
* To ensure privacy and confidentiality is respected in accordance with the Mental Health acts code of practice making lawful decisions in times of conflict of interest and mental capacity.
* To work ethically ensuring equality without discrimination in accordance with the equality act and Human rights act respecting the diversity and values of individuals.
* To conduct all activities and duties in a professional manner with the best interest and well-being of the service users being predominant.
* To promote independence and self-management in all aspects of our role.
* To work along with our Code of Conduct and Quality assurance policy to ensure Best Practice is upheld

**Duties, Criteria and Rights and Responsibilities.**

* To assist the Project Coordinator and other volunteers at the centre to meet the needs of the service users.
* To engage in friendly conversation with the service users.
* To assist with games, projects and activities.
* To adhere and understand Kinmos’ code of practice, Anti-discriminatory / equal opportunities practice, health and safety policy and any other policies and procedures relevant.
* To help keep Kinmos clean and tidy.
* To have a friendly attitude and have a patient disposition.
* To wear appropriate clothing and footwear at all times.
* To learn from mistakes.
* To be able to say No and be assertive when needed.
* To be reliable and honest.
* To respect and understand confidentiality.
* To correspond with the aims and values of Kinmos.

**What you should expect from us**

* To be appreciated.
* To have someone to talk to about the job.
* To have job satisfaction.
* To know your rights.
* To be safe.
* To be free from discrimination.

Whist at Kinmos we ask that all volunteers and students keep their belongings in the designated area and that mobile phones are not used in communal areas and only used in an emergency or during their breaks.

We ask that if you cannot attend on your designated day that you phone or inform us beforehand.

If you have any issues/concerns please report them to a member of staff in a discreet manner.

**Volunteer information and contact details**

**Strictly private and confidential**

Name ……………………………………………………………………………………Title Mr / Mrs / Miss / Ms / Other

Address …………………………………………….…...…………………………………………………………………………………….

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Postcode ……………………………………………….…...………………………………………………………………………………..…

Contact …………………………………………….…...………………………………………………………………………………….….

Email …………………………………………………………………………………………………………………………………………..

Date of Birth ……………………………………………………….…...……………………………………………………………………………

Next of Kin ………………………………………………….…...………………………………………………………………………………...

Contact …………………………………………………….…...……………………………………………………………………………….

What dates / hours are you available …………………………………………………………………………………………….

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What qualities do you think you could bring to Kinmos? …….…………………………………………………….……………

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Hobbies and Interests ……………………….…...……………………………………………………………………………….……………

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Do you have any relevant work history or experiences? …………………………………………………………………………

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Allergies / Health conditions. …….…………………………………………………………………………….……………

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Do you have an up to date DBS (please bring this with you on your induction)

Date of DBS ………………………………………….…...…………… DBS number………………………………….………………

References:

1.

Name ……………………………………………………………… Mr/Mrs/Miss/Ms/Dr/Other (delete as appropriate)

Address ……………………………………………………………………………………………………………………………………………….

Contact ……………………………………………………………………………………………………………………………………………….

Email ……………………………………………………………………………………………………………………………………………….

Professional / academic / character (delete as appropriate)

2.

Name ……………………………………………………………… Mr/Mrs/Miss/Ms/Dr/Other (delete as appropriate)

Address ……………………………………………………………………………………………………………………………………………….

Contact ……………………………………………………………………………………………………………………………………………….

Email ……………………………………………………………………………………………………………………………………………….

Professional / academic / character (delete as appropriate)

Induction checklist (to be completed on day of induction)

* Policies and Procedures and risk assessments
* Fire Safety and Emergency Exits
* Rights and Responsibilities
* Confidentiality

I confirm that I have read and fully understand the above contact of a Volunteer, I have been formally inducted to Kinmos and understand all aspects of their policies, procedures, codes of practice and principles of conduct and I will abide by these in a professional manner during my placement.

Signed ………………………...…………………………………………………………………………………………………………………..

Witnessed ………………………...…………………………………………………………………………………………………………………..

Date ………………………...…………………………………………………………………………………………………………………..