



Volunteer Recruitment Pack
Online Training Supporter
Volunteer

Thank you for your interest in volunteering with Lancashire Mind

Who are we?

Lancashire Mind's vision is Mental Wellbeing for All. Our work enables people in Lancashire to value and take care of their mental health. Our dedicated team of staff and volunteers challenge misconceptions about mental health, develop resilience in people from an early age and work with communities to build a happier Lancashire.

We are more than a mental health charity.

We're a passionate movement leading the wellbeing revolution in Lancashire.

We work in partnership with others to provide support, raise awareness and campaign locally to make mental wellbeing a priority. We believe that prevention is the solution, that everyone can achieve mental wellbeing and that resilience is the key to sustaining it.

With 50% of mental health conditions developing before the age of 14, building resilience from an early age is central to the work we do.

At any one time, 1 in 4 people in Lancashire are living with a mental health condition. The vast majority play an active role in society with a significant proportion in active employment. However, we continue to work to ensure everyone experiencing a mental health condition is treated as an equal by society.

We raise awareness of mental health and wellbeing and the ways in which we can all take steps to improve our wellbeing. We work with people to manage and improve their mental

health through our Tenancy Management and Wellbeing Coaching services, adopting a joined-up approach with other services.

We work with businesses across Lancashire to provide effective workforce training to improve resilience and mental wellbeing and to reduce the impact of stress and mental health conditions in the workplace.

Everyone who works and volunteers for Lancashire Mind is fuelled by a passionate belief that achieving mental wellbeing will reduce the occurrences of mental health conditions. Using this passion, we are creating a happier Lancashire by sharing simple steps to improve wellbeing.

Together we can make Lancashire the beacon county for mental wellbeing and ensure everyone experiencing a mental health condition is treated as an equal member of society.

Why people volunteer for us?

“Volunteering for Lancashire Mind is one of the few things in life that helps prove your worth. I don't just mean it looks good on your CV...it helps you grow as a person and learn things you might not have learnt anywhere else.”

James, Admin Volunteer

“I fundraise for Lancashire Mind after I lost my daughter to suicide...I want to raise awareness of mental health and get the charity into the schools in my area to work with young children and teenagers and hopefully stop someone going through what I'm going through”
Pud, Fundraising Volunteer

“As a volunteer you have the privilege of being a part of the Lancashire Mind movement; knowing that your contribution, no matter how big or small, is helping make a positive difference to the lives of so many people. The staff are welcoming, make you feel a part of the team and really value your input.”

Emma, Media Volunteer

“I like volunteering with Lancashire Mind, they are a professional organisation with training available. I have fun working with young people celebrating their resilience and future dreams.”

Pat, Bounce Forward Volunteer

Online Training

Since mid-March 2020, the Training Team at Lancashire Mind have adapted our delivery to provide online training.

We have delivered training to hundreds of learners online this year and demand continues to grow. To help us meet this demand, we are looking for volunteers to act as Online Training Supporters.

With our online delivery, each session has a trainer and a supporter. The supporter ensures our learners can join the session successfully, engage with the learning, and receive support throughout the session. Supporters also actively monitor for any safeguarding concerns.

We deliver several training courses virtually, ranging from short seminars (approximately 1 hour, plus online set up/set down time) to full day accredited sessions (such as Suicide First Aid).

We want motivated volunteers who feel confident in fulfilling the supporter role to enable us to deliver our impactful training to even more people over the next six months.

We are mindful that each of our learners will have different professional backgrounds, personal experiences, and individual reasons for attending our training. With that in mind, we have invested into ensuring additional measures are in place to allow us to deliver our training safely and ensure a positive learner experience.

Before any training session, learners will have received extensive information from the Training Team to ensure they have considered their suitability for the session and organised their 'virtual set up' accordingly, taking into consideration privacy and required tech. All of this truly helps us 'set up for success' and deliver the best virtual training possible. No two training sessions are the same and we are continually improving our best practice for virtual delivery.

Learners are asked to complete a course registration form detailing their name, where they are undertaking training, phone numbers and a safety contact. We use these details to enable us to get in touch with a learner should they experience any problems, whether technical, content based, or something else. Safe handling of personal data is a priority for us to ensure we operate with internal policies and legal frameworks.

Supporters join the session 30 minutes prior to the start to be ready to support learners who are asked to join at least 10 minutes before the start time. At the end of each session the trainer and supporter stay in the session for a debrief to discuss any challenges and successes.

Lancashire Mind's Training Team utilises the Cisco Webex platform (<https://www.webex.com/>) for delivering training. Depending on the specific course, two different versions are used: Cisco Training and Cisco Meetings. Supporters receive training on use of the platform and you will have the opportunity to practise before supporting your first session.

Volunteer Role Description

Role title: Online Training Supporter Volunteer

Hours: minimum of 4 hours every two weeks

Responsible to: Training Team

Location: this role can be carried out from home, as long as you have a PC or laptop and a broadband connection of 50Mbps or higher

Role overview

As an Online Training Supporter, you will volunteer with our fantastic Training Team who deliver training to a range of audiences. You will act as a supporter, who sits in on online training sessions to support both the trainer and the learners to ensure people have a positive learner experience. You will provide technical support for people as they join the session and will then remain in the session to monitor chat messages, flag messages with the trainer, check-in with anyone who appears to be struggling with the learning platform, and contact people where there are concerns for their wellbeing or where their environment is not conducive to learning.

Please note that this volunteer role is subject to an enhanced Disclosure and Barring Service (DBS) check.

Main activities

- Support our online learners so they can successfully engage with the training
- Contact people who have not logged on to a session to offer technical support
- Monitor learners throughout the session to ensure they are engaged, and any safeguarding risks are identified and resolved
- Monitor chat function and pass on relevant messages to the trainer
- Follow Lancashire Mind's policies and procedures

What we can offer you

- Recognition of the role that you are carrying out in support of Lancashire Mind
- Training, guidance and support to make the most of your volunteer experience
- Reimbursement of agreed out of pocket expenses
- Ongoing support from your volunteer supervisor, including regular group or 1-2-1 supervisions
- The opportunity to carry out a fulfilling role that helps to make a difference to the people of Lancashire

What we're looking for in a volunteer

(please still apply even if you feel you do not meet all the below – full training will be provided)

- Ability to apply empathy, compassion and understanding when listening to personal challenges and experiences
- Good verbal and written communication skills
- Access to a computer or laptop
- Access to good broadband (speed of 50Mbps or more)
- Confidence with I.T.
 - Including basic Microsoft Excel
 - Experience with video conferencing
- Ability to represent Lancashire Mind in a professional and positive manner
- Active problem solver
- Ability to identify potential risks/safeguarding challenges
- Reliable and having availability between 8:30 and 17:00, Monday to Friday
 - For example – "I will be available 08:30-12:30 on Tuesdays".
- Access to childcare (if required) when acting as Supporter - due to the nature of our training and its content we cannot have young children present with a Trainer or a Supporter.
- A commitment to the vision and ethos of Lancashire Mind

To apply

If this role sounds like a positive fit and you would like to apply please email our Operations Team - admin@lancashiremind.org.uk, putting the role title as the subject. You will be sent a volunteer application form to complete and return.

Please return your form as soon as possible, and no later than Sunday 22nd November 2020, to be considered in this initial recruitment of Online Training Supporter Volunteers.

If you meet the role requirements, you will be invited to attend an initial session where you will be able to experience the software platform and see the virtual delivery. Afterwards, you will have the opportunity to discuss the role with the Trainer and a current Supporter.

After this initial session, if you are still interested in the volunteer role, you will be asked to complete a DBS check, unless you already have an existing DBS check with us. You will be invited to attend training to give you the appropriate skills/knowledge to undertake the role. Once we have received the result of the DBS check, you will be asked to do the Supporter role for a shorter session, such as a Seminar. If that goes well, the Training Team will approve you as an Online Training Volunteer Supporter and you will be able to support our full range of online delivery.

Thank you for taking the time to read through this volunteer pack and we look forward to hearing from you.

Lancashire Mind

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