
Volunteer

HANDBOOK

Revised September 2016



Jami

The Mental Health Service for our Community



Welcome

Many thanks for your interest in volunteering for Jami.

I hope you find this handbook useful. There are various volunteering opportunities within Jami and we are delighted that you have chosen to join us. Less than 5% of our funding comes from statutory sources and all our projects rely on our enthusiastic and committed volunteers. We will offer you regular training and the supervision necessary to support you with your work. In return we ask that you commit to the training and supervision sessions and that you carry out your volunteering duties to the best of your abilities. We are grateful for the time you are giving and we hope that you will find your work with Jami rewarding. Thank you for your support.

Laurie Rackind,
Chief Executive

About Jami

Established in 1989 as a charity for the care, support, education, training and recovery of Jewish people suffering from various forms of mental illness, Jami also provides help for relatives and carers.

Jami provides 4 hubs in Edgware, Finchley, Stamford Hill and Redbridge. Jami's focus is on recovery; it is a major milestone for some to get out of bed in the morning and get dressed to go to one of Jami's day centres. For others, moving to voluntary work or even paid employment may, for the first time, be an achievable goal.

Jami is committed to helping members fulfil their individual potential, maximise their self-esteem and progress along their own unique recovery path. Jami's services include befriending, careers and employment, hospital visiting, independent living support, Jami enterprises (a new café and a warehouse/Ebay sales operation), the outreach and education service called Head Room and recovery with peer support.



We have a dedicated team of social workers, occupational therapists and peer support workers who work with our volunteers to support our service users. Jami believes that people with mental health problems, like everyone else, have rights and choices. People should have the right to be treated as individuals and should be encouraged to play an active role in the decisions that affect their lives.

The Jewish in Jami

Jami is a Jewish organisation with Jewish members of staff and volunteers who come from a very wide range of religious backgrounds as well as non-Jewish colleagues who also have a variety of religious and non-religious affiliations.

We expect our volunteers to be tolerant of the diversity of people but also respectful of the Jewish religion. Shabbat (the Sabbath) and festivals are observed with celebrations and special services. Friday night meals and sedarim (Passover meals) are very popular.

Kashrut (kosher food laws) is strictly observed at all our locations and we ask our staff and volunteers to adhere to them. The London Beth Din Kosher Food Guide is consulted regularly. Please ask a member of staff or the volunteer coordinator if you would like to know more. Volunteers are also encouraged to join in meals and celebrations where they are volunteering.

Key contact details



To contact the members of staff please telephone 020 8458 2223.

Volunteer Coordinator

Kelvin Zane kelvin.zane@jamiuk.org

MBCC (Edgware) Centre Coordinator

Priscilla van de Velde priscilla.velde@jamiuk.org

Befriending Coordinator

Maneesha Pathmarajah maneesha.pathmarajah@jamiuk.org

Employment Initiatives Manager

Angela Cooper angela.cooper@jamiuk.org

Leila's House (Finchley) Centre Coordinator

Gosha Kukulska gosha.kukulska@jamiuk.org

Mitkadem (Redbridge) Centre Coordinator

Paul Gardener paul.gardener@jamiuk.org

Social Enterprise Manager

Steven Batley steven.batley@jamiuk.org

Hospital Visiting Coordinator

Brian Wiseman brian.wiseman@jamiuk.org

Addresses

Martin B. Cohen Centre for Wellbeing

Gould Way (off Deansbrook Rd)
Edgware HA8 8GL

Mitkadem Centre for Wellbeing

39 Clarence Avenue, Gants Hill
Ilford, IG2 6JH

Elliott Simmons Centre for Wellbeing

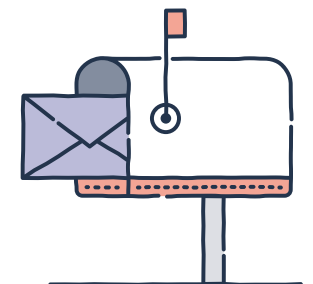
55 Christchurch Avenue, Finchley N12 0DGL

Jami Warehouse

Unit 1, Enterprise Centre, Theobald Street
Borehamwood WD6 4RQ

Head Room Café

89 Golders Green Road, Golders Green,
London NW11 8EN



Volunteer Handbook

Support and Supervision

Jami is committed to providing a high quality service to its service users and staff as well as volunteers.

A system of self-regulation and monitoring is in place which encourages members of staff and volunteers to develop their own learning. As a Jami volunteer you will be provided with ongoing support and supervision. Supervision is a process of review and discussion which offers both members of staff and volunteers a confidential, reflective and empowering meeting which identifies development needs, recognises

individual contributions and strengths and helps managers and members of staff and volunteers achieve goals. Volunteers will be taking part in annual reviews with the manager and/or the Volunteer Coordinator. These will be recorded on our cloud-based Apricot record system and a copy will be provided to the volunteer. All data kept on volunteers by Jami is subject to Data Protection laws.

Training opportunities

Jami offers a variety of training to volunteers.

The training includes an induction programme, health and safety awareness, confidentiality, safeguarding adults at risk, mental health first aid and how to deal with difficult situations.

Volunteers can take part in the Jami Head Room seminars and recovery programme.

For more details, please visit jamiuk.org/get-involved/events/headroom

Boundaries and Expectations

When you start at Jami you will spend time understanding your role and that of the members of staff. You will need to familiarise yourself with the facilities and routines.

Your role description will guide you, but you also need to talk to other volunteers and members of staff who will support you and make suggestions. Please raise issues of concern and **ask questions**, even though members of staff may be very busy.

A volunteer is similar to a member of staff with regard to **professional boundaries** with service users. Please respect **confidentiality** and do not discuss service users outside of Jami or in the presence of other service users. Be careful when talking in a Jami centre and ensure that any information you give to a member of staff is **accurate, relevant and succinct**.

The Jami **dress code** for volunteers is smart casual but please dress appropriately for the role you are undertaking. Please **report concerns** you have about a service user. **Never give personal information** such as your phone number or address to a service user. Please **do not lend money** to or borrow money from a service user. If you are asked to perform an unusual or additional task please check with your manager first.

Never collect prescriptions or take tablets out of bottles or packets for service users. **Never accept gifts** from service users. You could instead encourage them to offer a gift for all



the staff and volunteers. Also **never buy gifts** for service users. **Never promise to keep something confidential** if it could be harmful to the service user's health and/or wellbeing.

Never share personal information with service users or within their hearing. Listen and empathise with service users but **never offer advice**. **Avoid physical contact** with service users such as kissing, hugging and hand holding as these are not appropriate or professional. **Never offer lifts** in your car or lift or move a service user. **Never provide anyone with food** or accept food from service users. **Never assist** with self-care tasks if asked by a service user.

Jami policy on the involvement of volunteers

1. Introduction

This policy is intended to ensure consistency and good practice in the involvement of Jami volunteers. It is a framework from which individual departments can develop more detailed methods.

2. Key values

2.1 Commitment – for Jami to create a positive environment in which the involvement of volunteers leads to a quality experience for all concerned.

2.2 Accessibility – the opportunity to volunteer for a wide range of people that reflects the abilities, background and diversity of the local community.

2.3 Realising potential – identifying and recognising an individual volunteer's contribution and valuing it; seeking to maximize their potential to the benefit of both the volunteer and the organisation.

2.4 Respect – volunteers should not be out of pocket, or put at risk of harm, discrimination or exploitation.

3. Volunteer task identification and specification

A task description outlining the duties, skills and personal qualities required and terms and conditions should be available in writing.

4. Recruitment and selection

4.1 Nominated members of staff with the

appropriate skills will be responsible for the selection of volunteers in each service area. Volunteers will be recruited and selected according to their ability to perform the required task.

4.2 A task description and person specification should be available for each volunteer role. These will state Jami's expectations of the volunteer and what Jami offers the volunteer.

4.3 All potential volunteers will attend an introductory meeting, if appropriate, prior to filling out an application form.

4.4 All potential volunteers will attend an interview with the relevant service manager, where an outline of the post is discussed.

4.5 Volunteering will not commence until all relevant paper work has been filled in and all satisfactory references and DBS checks have been completed.

4.6 Jami will take up references for all volunteers. A risk assessment will be carried out against each volunteer opportunity. A volunteer will be invited to work for a mutually agreed probationary period during which either party can opt out if they feel the placement is not suitable.

4.7 A member of staff will be nominated to provide support to each volunteer and help them with any problems arising.

4.8 Volunteers will be supported by professional staff. Staff are provided with

training in relevant skills in order to support volunteers.

4.9 Where appropriate, additional methods of support will be used i.e. volunteers' meetings, newsletters and "thank you" parties.

5. Induction, training and supervision

Volunteers will be given an induction to Jami and the work of their service area. The requirements of the task and boundaries are explained.

5.1 Volunteers will receive specific training to provide them with the information and skills necessary to carry out their volunteering role.

5.2 Each volunteer will have an identified supervisor who will be responsible for ensuring that appropriate supervision and appraisal processes are followed.

6. Working conditions

Volunteers will not be asked to work in conditions considered unsuitable for paid staff. Volunteers can refuse demands they consider unrealistic, beyond the scope of their role or for which they do not have the skills.

7. Expenses

7.1 There may be occasions when volunteers may need to pay for parking in order to carry out volunteering. Jami will reimburse the lowest parking rate in the area.

7.2 Out of pocket expenses may be reimbursed if the expense has been occurred whilst undertaking the volunteering role.

7.3 A reimbursement claim form will be filled in and submitted to the service manager for reimbursement.

8. Dealing with concerns and issues

8.1 Complaints – volunteers should refer

to Jami's Complaints Procedure.

8.2 Disciplinary and Grievances procedures – volunteers should refer to Jami's Disciplinary Policy and Procedure.

9. Health and safety

9.1 Volunteers are covered by Jami's Health and Safety Policy. Health and safety procedures are included in volunteers' inductions.

9.2 All Volunteers will be made aware of the above rights and conditions.

10. Insurance

10.1 Jami's staff and volunteers are protected through employers' liability, general liability insurance and professional indemnity insurance for claims arising from:

- Personal injury to the member of staff or volunteer arising from employers' negligence through the course of their work.
- Claims by a third party for damages caused by the member of staff or volunteer.

10.2 Volunteers are advised not to use their vehicles to carry passengers.

11. Confidentiality

Volunteers should refer to Jami's Confidentiality Policy.

12. Equal Opportunities

Volunteers should refer to Jami's Equal Opportunities Policy.

13. Dress Code

Volunteers should respect the religious ethos of Jami and should dress with the appropriate consideration.

14. When a volunteer leaves

When a volunteer leaves they will be asked to complete an exit questionnaire.

Suicide Prevention

Dealing with someone who is suicidal

Suicide is a major public health issue both in England and globally. Each year people from all walks of life die as a result of suicide and suicide remains the single biggest killer of men under 45 in the UK today.

What the numbers can't tell us is the impact that suicide has on those left behind as people struggle to come to terms with and make sense of their loss.

However, suicide is preventable. It is a myth that once a person is seriously considering suicide there is nothing we can do. In fact most suicidal crises are time limited and offered support through the crisis period people are able to think more clearly about how they are going to deal with their problems.

We can prevent suicide. We can learn to spot the warning signs so that we can help support someone experiencing suicidal thoughts. Openly talking about suicidal thoughts and feelings can save a life. (MHFA England. Adult MHFA manual 2016)

How do I respond if someone is expressing suicidal thoughts?

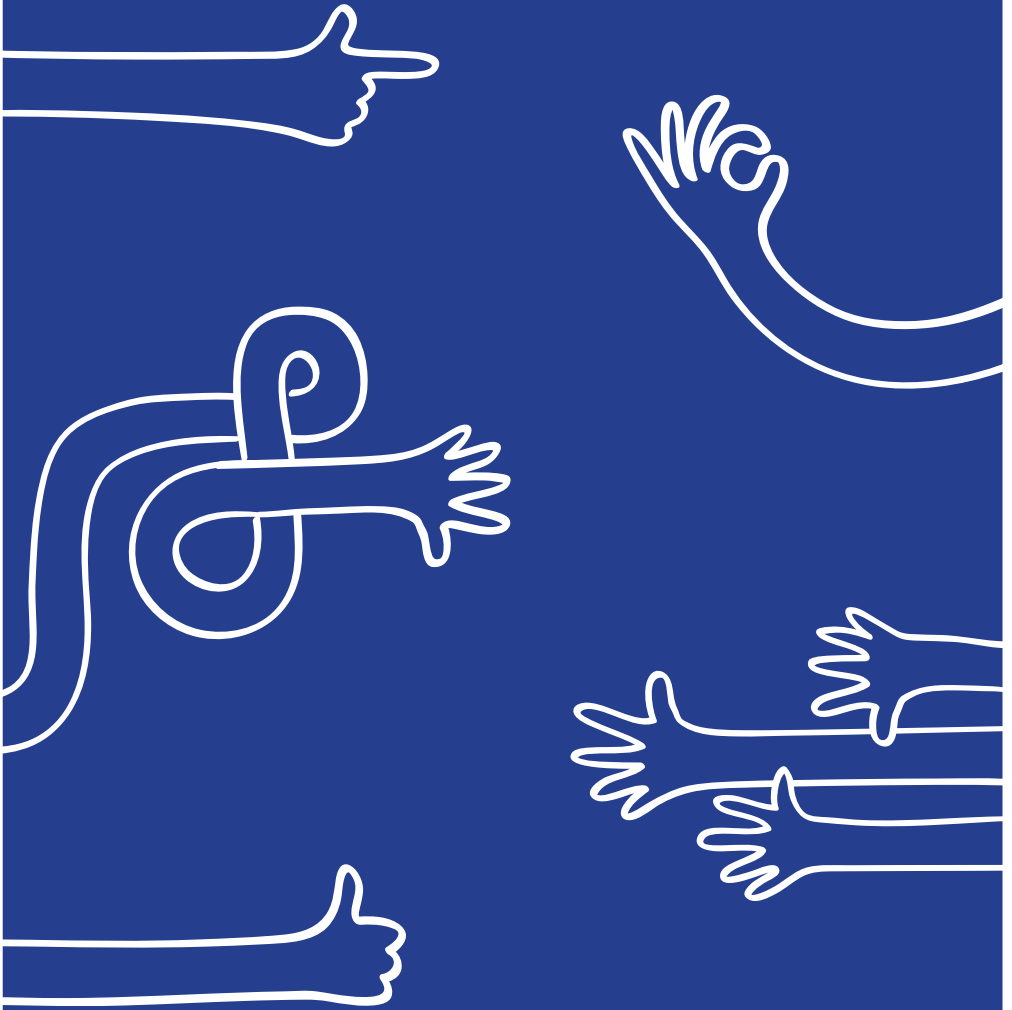
Act promptly. Even if you're not sure you should still approach someone you think may be suicidal.

Explain your concerns, describing what led you to be concerned about the person

If you're worried that someone is at immediate risk of taking their own life, it's best to stay with them and take one of these steps:

- Ring their GP or out of hours service for an emergency appointment
- Contact their Community Mental Health Team (CMHT) if they have one
- Encourage them to ring Samaritans on Freephone 116 123 (24 hours a day)
- Go to the nearest Accident and Emergency (A&E) department
- Call 999 or NHS Direct on 111 (England) or 0845 46 47 (Wales)

Look after yourself. Supporting someone who is suicidal can be shocking and emotionally draining. Find ways of reducing the immediate stress and find someone to talk to about your experience.



Visit jamiuk.org

Telephone 020 8458 2223 | Email headroom@jamiuk.org

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