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# THE

# *Helping Hand*

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Celebrating Jami's dedicated volunteers



Fifth edition  
Autumn/Winter 2018

**Jami**

The Mental Health Service for our Community

# Welcome



## Welcome to the fifth edition of The Helping Hand!

This newsletter is designed to keep you and all the Jami volunteers in touch with what is going on and also to celebrate and share your many successes and all the good practice across our centres and around London. If you have any stories or items of good news you would like to share with the other volunteers please email [kelvin.zane@jamiuk.org](mailto:kelvin.zane@jamiuk.org). We look forward to hearing from you.

## Spotlight



### Spotlight on our carers' team. The ladies who listen!

This edition's spotlight falls on the remarkable carers' team who provide such excellent support by phone, one to one and group support for many people supporting members of their family.

This involves a great deal of empathetic and non-judgemental listening. The original member of the team, Irene Cohen, who also



volunteers at Mitkadem in Gants Hill has now been joined by Jan Bretman, Sharon Cookson, Julia Baker, Susan Garcia (Adanon) and Jayne Hantman. Susan was a long serving member of Jami staff and Jayne still looks after payroll. They are very strongly supported by their Coordinator, Naomi Glickman, who has arranged additional team meetings and training for her listening ladies. Together they support many carers.

## Tea and volunteer voices party - plus confessions of a former Jami volunteer from the 1990s!

It might have been a Sunday in “Flaming” June but the clouds were gathering above Elliott Simmons, Jami’s Finchley centre. However, inside all was smiles and warmth as the second ever Volunteer Voices’ Tea took place.

Before indulging in a scrumptious array of sandwiches, scones, pastries and cakes volunteers (mostly called David!) put questions to Laurie Rackind, CEO and Tanya Harris, Head of Services. Laurie admitted that when he was first a Jami volunteer in 1995 he hadn’t known what to do and it had taken a long time for him to settle in to the organisation. He and Tanya spoke about the new Compeer initiative (please see below) and how it would fit into the existing Jami model and agenda. Compeer would provide volunteering for service users’ currently unmet needs. David Hyman raised points about boundaries and volunteers as well as how young people access services. David Seftel asked if Jami would provide more opportunities for volunteering and paid work in the new style café programmed evenings announced by Laurie. David Richman raised the issue of the low rate of use of hubs among young Jami service users. Laurie said he hoped more from this age group would use the café and join in activities there as this was a “cooler” venue”. Dinny Charman commented on an excellent Writers’ Open Mic event she had recently attended at the Head Room café.



Thanks to Brian Tuckman for the photos.

Our thanks to Jacqui Alpern for creating such a magnificent tea, ably supported by volunteer, David Kelion and to Dave Richman for his help. Also thank you to Andrew Barbarash and Alyson Torns and Ann Shea from the Finchley team for their posters, support and hospitality as well as Maneesha Pathmarajah and Priscilla van der Velde. Well done to Laurie and Tanya for their informative answers to questions and for keeping the volunteers up to date with recent Jami developments. We should add that veteran Jami trustee and volunteer, Alan Lazarus, reminded Laurie that he had been taken on as a volunteer to play the guitar and to accompany people swimming. There were a few calls for Laurie to strum some chords in the near future!

## Latest volunteer opportunities at Jami

Here are our latest opportunities grouped by area. If you are interested or know somebody who would like to volunteer and would like more details please contact Kelvin Zane at [kelvin.zane@jamiuk.org](mailto:kelvin.zane@jamiuk.org).

Edgware	Redbridge	Borehamwood
<ul style="list-style-type: none"> <li>• Centre volunteers</li> <li>• Friday night volunteers</li> <li>• Charedi outreach and networking</li> </ul>	<ul style="list-style-type: none"> <li>• Centre volunteers</li> </ul>	<ul style="list-style-type: none"> <li>• Young (14+) Ebay volunteers</li> <li>• Ebay listers</li> <li>• Ebay online sales and marketing consultants</li> <li>• Bike shop mechanics</li> <li>• Bike shop (Sunday)</li> <li>• Donation sorters</li> <li>• Donation coordinators</li> <li>• Boutique coordinators</li> <li>• Ebay coordinators</li> <li>• Ebay photographers</li> </ul>
Hackney	Finchley	Across London
<ul style="list-style-type: none"> <li>• Charedi outreach and networking volunteer</li> <li>• Centre helpers</li> <li>• Art volunteers</li> </ul>	<ul style="list-style-type: none"> <li>• IT volunteer</li> <li>• Quiz setter volunteer</li> </ul>	<ul style="list-style-type: none"> <li>• Jami ambassadors</li> <li>• Annual dinner brochure promoters</li> <li>• Fitness volunteers</li> </ul>

# Updates

## National Challenge



Edgware's Martin B Cohen Centre this summer echoed to the sound of a group of teenagers who graced Jami's largest hub with their presence as part of the National Citizens'

Service/National Challenge. For three weeks a "wave" of students came to prepare their social action project to help our service users. We thank them for brightening up services users' summer and for bringing their enthusiasm and energy to Edgware.

## Work experience students



Jami welcomed many work experience students from schools and universities this summer. Their feedback revealed that they had a

fabulous time. They found out a great deal about mental health and most are very interested in pursuing careers in the sector. For the first time the programme covered three of our four hubs in

Edgware, Finchley and Gants Hill. The students quickly got involved with the programmes, enjoyed listening and chatting to service users and settled down in a very short space of time. Many Jami members of staff were involved. One student was even taken to Northwick Park Hospital's mental health unit for an interfaith event sponsored by Jami in conjunction with the hospital chaplains.

## Compeer



Compeer is an American developed volunteer programme which promotes "good mental health though meaningful friendships." Its aim is to "envison a day when all communities embrace individuals and their families living with mental health challenges; when prevention begins early with children and their families;

when living, learning, working and volunteering in the community is given expression through the social inclusion of all individuals and supported by the power of friendship and hope." Compeer develops, delivers and supports model programmes that inspire and engage communities through the power of volunteer friends and mentors of affiliates. It provides a new structure and training.

## Who's new? Volunteers from around the world support Jami!

We are delighted to welcome our new volunteers, including some from outside the UK.

**Sarah Davies** (creative writing - Kadimah), **Raoul Couselo** (gardening - Kadimah, originally from Spain), **Binal Patel** (centre helper - Mitkadem), **Cary Whitworth** (art in Finchley) **Mark Wittenberg** (bike shop - warehouse),

**Michele Phillips** and **Saleha Butt** (originally from Pakistan, via Hong Kong, both at reception in Martin B Cohen), **Jeannette Solts** (anti-smoking, via Scotland), **Emma Hart** (marketing, Warehouse and Friday nights) **Shoshana Lister** (Chareidi outreach) and **Hannah Dadzie Dankwa** (Martin B Cohen Centre helper, originally from Ghana).



## Volunteering at Jami now can lead to discounts at businesses across London



Here is how to access the volunteer discount scheme

ValueYou is a volunteer recognition scheme set up to thank volunteers. It is a charity scheme which provides a discount card and gift vouchers available to volunteers free of charge. Shops taking part offer a 10% discount or more to volunteers. To be eligible, the main scheme

provides a card and voucher to volunteers giving 100 hours or more but vouchers are also available for people giving less time. **To find out more and to register please go to [www.valueyou.org](http://www.valueyou.org).** **If you have any questions please email [contactus@valueyou.org](mailto:contactus@valueyou.org) or phone 07926 164827.**



## Meet David Richman, Jami Volunteer

David volunteers at the Elliott Simmons Centre for Wellbeing in Finchley

### How did you come to volunteer with Jami?

My parents were volunteers at the old Michael Sobell Community Centre in Golders Green where my mother instigated a supper club and therefore a voluntary ethos was instilled in me. I became aware of Jami's existence through clients that I knew personally. This coincided with my semi-retirement and a considerable amount of free time. The direction I felt would be most conducive to my free time would be volunteering for Jami.

### Please tell us something of your other Jami roles.

My two other roles within Jami are befriending and hospital visiting. The befriending advantage over the volunteering in the Finchley hub is that rather than within a group environment it is on a one-to-one basis which is far

more conducive to attaining a personal relationship with your 'befriender'. I am very new at the hospital visiting. This has different challenges to my other volunteering roles. One of the main challenges in hospital visiting is the client will not necessarily be receptive to visitors.

### What do you get out of volunteering?

The satisfaction of building one-to-one relationships with clients and the mutual benefits that clients and volunteers derive from these relationships.

### Would you like to add anything?

As a volunteer, I am always grateful that an organisation like Jami exists within our community and does such a wonderful job.

Thank you, David, for everything you do for Jami. Interview by Brian Tuckman

## Survey of Jami volunteers

As part of Jami's ongoing commitment to ensuring best practice throughout the organisation a survey of volunteers was commissioned in conjunction with JVN. Feedback from the survey of **53 volunteers**, just under 30% of the total, revealed that there was a **100% satisfaction** rating amongst Jami volunteers who replied to the survey. Many volunteers who responded are new to the organisation and 94% volunteer regularly, with at least two thirds helping once a week. Around 62% of respondents were female and 38% were male. Some suggestions for improvements Jami could make to improve the volunteer experience were as follows:

*"Update us on all the things Jami are doing throughout the charity"*

*"Perhaps opportunities for volunteers to get together and discuss how they're getting on, what might be a challenge etc."*

*"Find new roles for keen volunteers if they do not wish to continue the type of work they have been doing. Re-assign key workers if your one leaves"*

*"Improve on the time it takes to find a befriender"*

Our thanks to Jo Masters at JVN for her work on the survey and to all the Jami volunteers who provided such useful feedback. Here are some of the volunteers' comments from the survey:

*"Jami has offered excellent training courses including Safeguarding and Mental Health Youth First Aid which was extremely beneficial"*

*"I enjoy using my skills/ knowledge/ experience to support more effective service provision."*

*"I enjoy the session I am in involved with. I'm treated very well by staff and clients and there is a good atmosphere of respect for all service users, volunteers and staff."*

*"Helping people to help themselves, grow in confidence and self-awareness is what I enjoy doing."*

*"I find befriending a 2 way process. Hopefully benefiting the befriender and certainly myself, the volunteer."*

*"I am given responsibility to do the part of the role that I feel qualified and able to do."*

## You don't have to be a volunteer, but it helps!

Richard Estrin volunteers at Martin B Cohen Centre, Edgware

### Why do you volunteer?

I want to give back to the people who gave me so much.

### What makes a good volunteer?

Helping other people and being there.

### Tell me about YOU - where did you grow up?

I grew up in Willesden.

### Where did you go to school?

John Kelly Comprehensive in Neasden.

### What was your upbringing like?

I grew up in nice average Jewish household.

### What sort of jobs have you done?

I have only had one job: running my own hairdressers in Willesden.

### Tell me what brought you to Jami?

I had been so ill I was hospitalised and Louise Palmer from Jami visited me in hospital. I now run a weekly Creative Writing group and volunteer in the Hub one day a week.

### Tell me what makes you smile?

People make me smile.

### What music do you like?

I listen to mostly 60s and 70s music.

### What is your favourite film?

1976 version of A Star is Born with Barbra Streisand and Kris Kristofferson

### Where in the world if you could choose to live would you go?

Easy ... Israel.

### Now Desert Island discs... What three books would you take onto the island?

I don't really read.

### What luxury item would you take?

A radio.

### And finally what are your hopes for the future?

Carry on as I am now.

Thank you, Richard, for everything you do for Jami. Interview by Jon Bromberg

## Remember: Jami volunteers attend Head Room seminars and recovery education events free of charge!

As a way of thanking our volunteers as well as providing high quality training Head Room seminar and recovery education events have been made free for Jami volunteers. For more information please see the latest prospectus from:

[www.jamiuk.org](http://www.jamiuk.org)

## Spotlight on Jami's first elected local councillor (and Jami volunteer!)

# Mazel Tov!

## Mazel tov to Councillor Linda Freedman

Congratulations to Linda Freedman on being elected as a Barnet councillor in Edgware ward.

Linda is one of our warehouse volunteers where she generates income for Jami by putting donated goods on ebay. We are thrilled for Linda and wish her every success in her demanding role at the council who has been allocated to the Children

& Safeguarding, Health & Scrutiny and Licensing committees.

This is not the first time Linda has been involved in local government as she previously was a councillor in Brighton and Hove. Linda has given talks spoke about her varied political career to Jami service users at Edgware and Finchley and is particularly interested in how Barnet supports mental health.



# Updates

## “Cultivating volunteers” seminar sees Jami, JVN and Kisharon unite to train staff

Jami staff attended a new training course with their colleagues at Kisharon at two sessions devised in collaboration with the Jewish Volunteering Network. The focus of the course was how best to cultivate and work the most effectively with volunteers. Thanks to Lara Domjuan and Francine Hagman, Volunteer

Coordinators at Kisharon and Lia Bogod, JVN’s Director of Volunteering for creating a course which all the participants felt met their needs and inspired them to support volunteers even more effectively in the future. Here are some of the staff comments on the day:

**“It was all beneficial.”**

**“Thank you for a lovely seminar”**

**“Extremely well facilitated, well planned... fantastic training... brilliant!”**

**“It was great to hear about Kisharon staff experiences with volunteers”**

**“A good opportunity to stop and think about volunteers and how valuable they are to the organisation”**



## And finally... more doggy stories from Jami volunteers!

David Brown, one of our Edgware hub volunteers, has a secret weapon to get service users up and moving around – her beautiful 9 year old dog, Foxy. David is making a very full contribution to Martin B Cohen’s wellbeing day programme and Foxy is melting hearts all over HA8! David’s canine contribution is also being joined by Clive Cookson’s Booster, featured in a previous Helping Hand. The return of Booster is imminent at Edgware. We should also mention Zoe Green’s dog who was warmly appreciated at Finchley. Perhaps we should get a Jami dog coordinator!



# Coming up

## Head Room

Courses, seminars & events



Please note the dates below for courses for volunteers are provisional and will be confirmed in due course. In addition, we will be offering volunteers the two day Mental Health first Aid course. Volunteers are strongly encouraged to attend this very thorough and rewarding training. Please let Kelvin know if you would like to attend.

Courses	Provisional date	Venue
Mental Health Masterclass	22nd November 2018	Martin B Cohen Centre, Edgware
Working with Vulnerable	14th March 2019	Martin B Cohen Centre, Edgware
People Volunteer Toolkit	13rd June 2019	Martin B Cohen Centre, Edgware

**Save the date:** Tuesday 6th November 2018 at 7.30pm

You are warmly invited to  
Jami's annual celebration buffet  
for our volunteers

Martin B Cohen Centre, Edgware



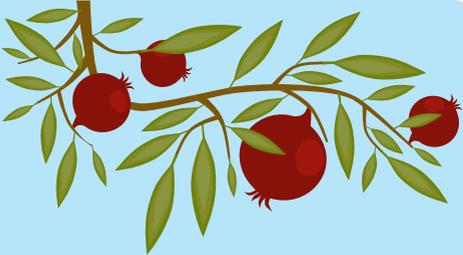
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## Share your stories with us

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around London. If you have any stories or items of good news you would like to share with the other volunteers please email [Kelvin.Zane@jamiuk.org](mailto:Kelvin.Zane@jamiuk.org). We look forward to hearing your news.



*Happy New Year  
to all our volunteers and  
their families*

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from everybody at Jami



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**Jami**

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