



Volunteer role description

Hospital visitor volunteer

Organisation

Jami is a mental health charity that enriches and saves lives impacted by mental illness in the Jewish community.

Since the start of the pandemic, demand for our services has grown exponentially. In 2021 we undertook a thorough review of the needs of the community, to develop a new strategy that will secure the Jewish community's mental health provision. The new strategy sets out a huge agenda for change in scale and provision, which will be developed over the next five years while we continue to run our diverse set of highly professional mental health services:

- Advice and advocacy
- Treatment and support
- Education and campaigning

Jami currently supports over 1,400 individuals, delivering almost 50,000 separate service interactions each year, and reaches thousands more people through education, seminars, work in schools and other organisations. Through our social enterprise community café, Head Room, we raise mental health awareness while delivering mental health support on the high street.

Job Purpose

Our hospital visitors play a vital role in making contact with patients in mental health units. By providing company and companionship, volunteers will be enhancing the patient experience and helping to reduce any feelings of isolation. This will be done in person, or over the phone depending on current covid restrictions. Prior to hospital discharge, discuss with people whether they would like follow-on support from Jami services. This role can be emotionally demanding and looking after your own self care is very important.

This role is ideal for someone who has or is working within a mental health setting, although this is not essential.

Key responsibilities

- Contacts with patients will be facilitated by the hospital coordinator

- To provide support to patients admitted to a mental health unit
- To provide cultural support, particularly if people are admitted to hospital over a Jewish festival period.
- To maintain ongoing support with people who live in residential settings
- To act as a point of reference between Jami, the patient, and carers, if appropriate
- To provide accurate and timely reports to the hospital visiting coordinator

The person

For this role you will need:

- Understanding and awareness of mental health issues
- Good listening and communication skills
- Non-judgmental attitude
- Understanding of own self-care strategies and emotional resilience
- Mindful of professional boundaries and confidentiality

We can offer you

- Full training and ongoing support from Hospital Visiting Coordinator and Volunteer Coordinator, including volunteering handbook
- Opportunity to gain further knowledge of mental health issues
- Reimbursement of reasonable expenses
- Flexible hours

What we need

- DBS check and two acceptable references
- 12-month commitment, with 4 hours per month. There will be an initial trial period of 2 months and then review at appraisal

Jami is committed to safeguarding and we expect all our volunteers to share this commitment. We welcome applications from Jewish and non-Jewish volunteers and from across the full spectrum of the community.

How to apply

To apply for the role, please email sophie.chappell@jamiuk.org