

Presentation Cues/Notes

Friday 10th December 2021

Slide 1

Mind logo – Founded 1946, NAMH

Their vision – as on slide

Slide 2

Mission statement (Mind, 2016)

Both statements tall orders. Assure that they do strive to meet demands.

Stephen Fry

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Training points

Placement as befriender. Volunteer offers time and support to service user. Entails phone conversations, face to face and activities. Eg, walks, coffee, scenic drives.

It has been found that befriending does have an effect on emotional distress (Mead et al., 2010).

Extremely seriously. Not just “here’s a phone go have a chat”.

Received rigorous training. Briefly touch on these points -

Boundaries – extremely important. Not a friendship.

Confidentiality – Vital as befriender, do not repeat. Unless cause for concern regarding endangerment of life or victim of abuse.

McGuire et al., (1985) suggested that subjects in their study significantly value privacy in their sessions.

Health and Safety – Classed as lone worker. Risk. Panic alarm offered.

Safeguarding – extra online course. Really interesting, learnt a lot. All different types of abuse and the signs to look out for. It is everyone’s responsibility to be aware of these signs to safeguard people in your lives. Supported by Appleton & Stanley (2009).

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Practicalities – Post training, match with service user. Hobbies, interests, age, experiences.

Given phone, claims form for top up.

Arrange date/time for first call.

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First contact –

Prior, apprehensive, nervous, trying to plan what to say.

User – Luckily confident lady. Unlike anything I've ever heard. Incredible life story, required for context. 90 minutes. Intense, heavy with trauma. Difficulty navigating appropriate language. Fear of exacerbating turmoil.

Post – Felt I was unprepared for first engagement of that magnitude. Time needed to absorb and process. Sat with feelings for time afterwards.

Not a negative experience however. Was overwhelming but not negative. Learnt a lot and so grateful for her sharing and trust. Humbling.

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Skills & Knowledge

Used skills learnt on course. Active listening, managing silence, maintaining a calm but attentive vibe.

Skills to be practiced and improved upon – help with pre call nerves. Build confidence.

Responsibility – realisation of scale of responsibility. Fragile person, reactions and wording must be such so as not to impact negatively.

Proactive – continue to practice and maintain skills with a focus on expanding knowledge and improving.

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Evaluation

Incredibly worthwhile. For both users and volunteers. Actively contributing towards improving a user's day, giving relief.

Feels really good to help and gives feeling of satisfaction.

Opportunity to give back to community, especially if located within your own community.

Loads of offers of extra learning through additional free courses. Experience itself provides huge learning.

Morrow-Howell et al., (2009) said - "Indeed, it is remarkable that all the variables capturing characteristics of the volunteer experience related to benefits."

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Discussion

Over all – excellent opportunity and experience. Small insight into field of supporting MH.

Next – continue with placement beyond course. Great opportunity and become more involved with Mind as have seen how vital it is. Enjoying it so much. Confirms interest in this type of role.

Wholeheartedly recommend you try them for volunteering whether course related or not. Wonderful organisation.

Every slide features contact details of mind – my own ethos to constantly make help for mental health support as accessible and visible as possible.

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Thank you

Slide 10

References