

## How do I become a Volunteer?

Our Outreach Volunteers offer their time to support people living with enduring mental health challenges. You must be over 18, kind, compassionate, sympathetic, good at listening and communicating, and be motivated and enthusiastic about your support role. You will be carefully selected, need 2 references and a DBS check which we will arrange for you. You will receive full training, including in First Aid, Mental Health Awareness, Safeguarding Adults, Equality & Diversity.

## Who is the client?

The adults who benefit from our Outreach Programme are all referred to us by their Mental Health Care Workers or GPs. They come to us with a full risk assessment and care plan which are made available to our Volunteers. Their support needs are wide ranging and differ from client to client, but almost always involve offering friendship and a listening ear, and reducing the loneliness and isolation they so often live with. They are often confused and can lack understanding of things that may appear to be simple or obvious. Anxiety is often an issue that needs a patient and calm approach.

## What happens when I first meet the client?

Our Outreach Programme Manager will introduce you to the client for your first session. You will agree and sign agreement with the client outlining your role and responsibilities.

The Co-ordinator will be in contact with you regularly to make sure you are happy with the service and make any adjustments necessary. We want you to enjoy the time you spend with the Client and feel confident in your role.

## What happens next?

If you are interested in Volunteering for our support services, please complete an application form. You can find this on our website or email [outreach@hammersleyhomes.org](mailto:outreach@hammersleyhomes.org).

## About Hammersley Homes

Established in 2018, Hammersley Homes's mission is to provide support for life for vulnerable adults who live with enduring mental health stresses and challenges, through the provision of homes for life and outreach services and day centres.

### Our vision is simple:

To provide safety, security and companionship to a sector that has for too long fallen through the cracks and been underfunded and ignored by the authorities. Hammersley Homes aims to enrich the lives of these vulnerable people who struggle with independent living, offering friendship, dignity and support, reducing loneliness and isolation and encouraging them to develop their interests and increase social interaction.

Kindness and compassion go a long way and can make a real difference to lives.



Hammersley Homes

[outreach@hammersleyhomes.org](mailto:outreach@hammersleyhomes.org)

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

Registered Charity Number 1180673



Hammersley Homes

OUTREACH  
SERVICE

# INTERESTED IN VOLUNTEERING?

Changing lives with kindness and compassion.

Support vulnerable adults in the community

Develop your skills

Receive training and support





### What does a Volunteer do?

Volunteers and Clients usually meet once or twice a week in person or by telephone (dependant on the service). Each visit lasts a maximum of 2 hours. The Volunteer's responsibilities are dependent on the Client's goals and what support they are looking for. We have Volunteers who meet Clients to chat, go on walks, sort through mail, help organise their weekly schedule, knit together, help with online access... the list goes on! Our Volunteers also provide links to other services for example to ensure the Client is receiving all the benefits they are entitled to.

### How will I understand the Clients' difficulties?

You will receive training and demonstrate the skills relevant to be a successful Support Volunteer. These skills include empathy, communication, patience, caring and being observant. Volunteers will all complete Mental Health Awareness Training and receive ongoing support from the Volunteer Coordinator.

### What commitment do I need to make?

That's up to you, but we ask our volunteers to commit to a minimum of 6 months' volunteering. Regarding the hours you commit, we are completely flexible. Normally our Volunteers commit to a minimum of 4 hours a week or 8 hours a fortnight however we understand this isn't always possible and can arrange something that works for you.

### What is the Out-Reach Support Service?

Hammersley Homes currently offers 2 support services. These services encourage a trusting, positive and beneficial relationship between a Client and Volunteer. Volunteers offer companionship and support to help Clients live their best life.

### What are the benefits for the Client?

Support services encourage independence, self-care, confidence, happiness, social contact, and guidance. A trusting and worthwhile relationship can be made by regular sessions with the same Client and Volunteer.

### What Support can the Volunteer give?

- Shopping
- Planning and organising weekly schedule
- Walks
- Provide a listening ear
- Check medical compliance
- Help with access to other services
- Monitor general well-being
- Provide links to offer services
- Encouragement to attend medical, legal or social services appointments
- Support with a hobby
- Help with online access

### What Support can Volunteers not help with?

- Cleaning
- Personal care
- Administration of medication
- Childcare
- Manual handling of people



#### Home Visit Support Programme:

This service involves Volunteers meeting Clients in their own home and out in the community.

#### Remote Support Service:

This service involves supporting Clients remotely, by telephone or video calls.

