**Volunteer opportunity**

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| **Opportunity title:** | Crisis Café Volunteer |
| **Closedown date for applications:** | Ongoing |
| **Start Date:** | As soon as possible |
| **Duration of volunteer placement:** | Ongoing |
| **Staff support:** | Lucy Foley  Milton Keynes Crisis Café Team Leader  Tim Saunders  Luton Crisis Café Team Leader  Megan Dimery  Bedford Crisis Café Team Leader |
| **Based at:** | Queensway Clinic  226 Queensway  Milton Keynes  MK2 2TE  **(NB volunteers are required to live within a 3 mile radius)**  Or  Luton Wellbeing Centre  46 – 56 Dumfries Street  Luton  LU1 5BP  Or  Florence Ball House  Bedford Health Village  3 Kimbolton Road  Bedford  MK40 2NX |
| **Working days and hours:** | Our Crisis Cafes open 7 nights a week 5-11pm in each area.  We are looking for a team of volunteers to cover these sessions, so please specify in your application which days and times you can offer. Please also specify your preferred location.  We occasionally support external events and activities outside of our regular hours, so additional times may be possible on an ad hoc basis. |
| **Summary of duties and objective:** | Support the Crisis Café team in the running of the service. Main tasks will include:   * Supporting the facilitation of a weekly crisis service. * Helping with the service as required e.g. setting up tables and chairs at the beginning of the evening, providing refreshments and packing away after the session. * Welcoming service users to the centre ensuring they are comfortable. * Providing emotional support and encouragement to the people who use the service. * Promoting recovery and wellbeing for individuals by actively listening to service users who may require someone to talk to. * Encouraging accessing other groups/activities within the local community & signposting to other relevant services including Mind BLMK groups. * Reporting any safeguarding concerns immediately to a member of staff. * Ensuring confidentiality and boundaries within the service. * Attending workforce training sessions and meetings as required. * Supporting the staff team with ad hoc tasks as and when required. |
| **Expenses covered:** | Reasonable travel expenses |
| **Skills and experience needed:** | • Ability to motivate others.  • Enthusiasm.  • Good communication skills  • Active listening skills.  • Health and Safety awareness.  • An understanding of recovery and wellbeing.  • To be non-judgemental.  • To be able to work using own initiative. |
| **Other requirements/expectations:** | * Age 18 or over * Complete application form in full * Attend a short informal interview for selection * Successfully complete a trial period * Satisfactory DBS clearance * Two satisfactory references * Successfully complete Mind BLMK Induction Training * Successfully complete SOVA/ safeguarding and Moving and Handling Principles training * Ability to attend regular support/training meetings that may be held in the evenings or the weekend * Willing to complete additional training as required by the role |
| **Restrictions** | None |

**Volunteer Application Form**

**Private and Confidential**

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| **Opportunity interested in:** Crisis Café Volunteer | | | | | | | |
| Please complete all pages of this form as well as the Equal Opportunities and Disability Monitoring Form. | | | | | | | |
| **Preferred Location** | | | | | | | |
| **Milton Keynes** | | |  | **Luton** |  | **Bedford** |  |
| **Personal information** | | | | | | | |
| **Name:** |  | | | | | | |
| **Address:** |  | | | | | | |
| **Tel no:** |  | | | | | | |
| **Mobile no:** |  | | | | | | |
| **Please note**: Email will be used as the main means of communication and by supplying an email address, it will be accepted as agreement by you to receive communication electronically. | | | | | | | |
| **Email address:** | |  | | | | | |

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| **Emergency contact details** | |
| **Name:** |  |
| **Relationship to you:** |  |
| **Contact no:** |  |
| **Health needs:** |  |

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| **References** | | | |
| Please provide the name and contact details of two people who could act as referees. Neither should be related to you and one should be a previous employer or other professional person if possible.  **Please note:** Email will be used as the main means of communication and if supplying an email address for a referee, it will be used to request a reference electronically. | | | |
| **Referee 1:** | | **Referee 2:** | |
| Name:  Address:  Post code:  Email: |  | Name:  Address:  Post code:  Email: |  |
| Relationship of referee to you: | | Relationship of referee to you: | |
| **SKILLS AND EXPERIENCE (To support your application, please use this space to tell us how you meet the requirements for this volunteering opportunity as detailed in the advert)** | | | |
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| **Entitlement to volunteer** | | | |
| **Volunteering for Mind BLMK is subject to satisfactory Disclosure and Barring Service (DBS) clearance – this check was previously called a CRB clearance. Mind BLMK will process an enhanced DBS check for you to include regulated activities with adults as well as children. Because of the nature of the work of volunteers in the organisation, the posts are exempt under the Rehabilitation of Offenders Act 1974 and you are required to reveal all convictions, including those that are spent.**  Have you ever been convicted of a criminal offence? Yes No   Have you any pending criminal charges? Yes  No   If yes to either of the above, please give details on a separate sheet. This information will be treated in the strictest confidence.  (*Convictions will not necessarily prevent you being offered a volunteering role*) | | | |
| Are you entitled to volunteer in the UK? Yes  No   Please provide a copy of the necessary documentation to support your right to volunteer in the UK. | | | |
| **Data Protection** | | | |
| Information provided by you in this application process will be kept for the purposes of monitoring and will be copied for use during the recruitment process. Once the recruitment process is completed, the data will be stored for a maximum of 6 months and then destroyed. If you are the successful candidate, relevant information will be taken from application papers and used as part of your volunteer record. | | | |

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| **Declaration** |
| **I confirm that the information on this form and in any attachments in respect of this application is correct. I understand that false or misleading information or failure to disclose a conviction as defined above, may lead to the withdrawal of a volunteering offer. I also understand that the information may be entered on a computer and, under the terms of the General Data Protection Regulations (GDPR), will be treated in a secure and confidential manner.**  I understand and agree to the need for confidentiality in all aspects of my role as a Mind BLMK volunteer.  I understand and agree to a period of probation as part of my induction to becoming a volunteer with Mind BLMK.  Signed: Date:  **Please note:** By submitting applications electronically you confirm that information supplied is correct. You will be asked to sign and date a printed copy of your application if offered a volunteering role. |
| Under GDPR (General Data Protection Regulations 2018) you have specific rights including giving consent for the collection and processing of your personal data (see our Privacy Policy at www.mind-blmk.org.uk). Please indicate below whether you give consent for us to collect, record and process the personal data you have provided for the purposes of recruitment, selection and appointment.     * I give my consent * I wish to find out more information or to check what personal data is being collected and processed before giving my consent   **Signed:**  **Date:** |

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| **Additional Information** |
| The offer of a volunteering opportunity is subject to passing a short informal interview to establish suitability in line with the needs of the organisation, the receipt of acceptable references and a satisfactory DBS clearance. |
| **Submitting Applications** |
| To return your application please email this form as well as the completed Equal Opportunities and Disability Monitoring Form to:  **Luton –** [**tim.saunders@mind-blmk.org.uk**](mailto:tim.saunders@mind-blmk.org.uk)  **Bedford –** [**megan.dimery@mind-blmk.org.uk**](mailto:megan.dimery@mind-blmk.org.uk)  **Milton Keynes –** [**lucy.foley@mind-blmk.org.uk**](mailto:lucy.foley@mind-blmk.org.uk)  **Or post to Volunteer Recruitment, Mind BLMK, The Rufus Centre, Steppingley Road, Flitwick, MK45 1AH** |

**Equal Opportunities and Disability Monitoring**

We aim to provide equal opportunities and fair treatment for everyone. We would like you to complete this form to help us understand who we are reaching and to better serve our communities. All details will be treated as confidential and are held in accordance with the Data Protection legislation

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| **Name:** | | | | |
| **Age group** | **Gender** | | **Sexual orientation:** | **Religion/Faith:** |
| r 17 or under  r 18-29  r 30-39  r 40-49  r 50-59  r 60-69  r 70 & over  r Prefer not to say | r Female (inc’ Transgender woman)  r Male (inc’ Transgender man)  r Non Binary  r Prefer not to say  Is the gender you currently identify with the same as the gender you were registered with at birth?r *Yes* r *No* | | r Bisexual  r Gay man  r Heterosexual  r Lesbian  r Other  *Please specify:*  r Prefer not to say | r Buddhist  r Christian (any denomination)  r Hindu  r Jewish  r Muslim  r Sikh  r No religion/faith  r Other  *Please specify:*  r Prefer not to say |
| **Disability** | | **Ethnicity** | | |
| **Are your day-to-day activities limited because of a health problem or disability which has lasted or is expected to last for at least 12 months?**  r No  r Yes, limited a lot  r Yes, limited a little   r Prefer not to say  *If yes, please specify briefly:* | | r **White** English/Welsh/Scottish/Northern Irish/British  r **White** Gypsy or Irish Traveller  r **White** Irish  r \*Any other white background  r **Mixed** White and Black African  r **Mixed** White and Asian  r **Mixed** White and Black Caribbean  r \*Any other mixed background  r **Asian**/Asian British Bangladeshi  r **Asian**/Asian British Chinese  r **Asian**/Asian British Indian  r **Asian** /Asian British Pakistani  r \*Any other Asian background  r **Black**/Black British African  r **Black**/Black British Caribbean  r \*Any other black background  r **Other** Ethnicity  *Please specify:*  r Prefer not to say | | |

**Thank you for completing this form**