



Mary Seacole House

Granby Community Mental Health Group

Volunteer Information Pack

Thank you for your interest in volunteering with Mary Seacole House.

If you would like to apply to volunteer with us you can download an application form via our website, alternatively you can contact Vanessa Banim (Assistant Administrator) on 0151 707 0319 or email: vanessa@maryseacolehouse.com for more information.

Many of the people that we support are vulnerable adults with complex mental health needs. Volunteers working directly with service users must be aged 18 or over and will be required to complete a Disclosure and Barring Service Check and provide satisfactory references.



A little bit about us

Mary Seacole House is a mental health resource service set up to offer support and advice in emotional and practical matters, primarily for the black and racial minorities of Liverpool 8; however, we work with all communities across Merseyside.

The centre was established by Granby Community Mental Health Group in 1991 and had its grand opening on 15th April 1991. The Granby Community Mental Health Group is a registered charity and company limited by guarantee.

Mary Seacole House has maintained a track record of delivering services for over 28 years, which have been funded by Liverpool City Council.

Mary Seacole House is a place where people with diverse social and cultural backgrounds can come together in a non-oppressive environment. Staff will offer support, advice and guidance in both practical and emotional matters.

The organisation endeavours to address the needs of culturally diverse communities within Merseyside providing a community based service, which supports BME people and enables people from culturally diverse communities to challenge inappropriate practices and treatment within the mental health system.

Service Volunteer Overview

You will be non-judgmental and a strong communicator who enjoys working as part of the team or under your own initiative when necessary. You must demonstrate a commitment to learning and understanding safeguarding issues, professional boundaries and confidentiality. You must also be able to relate to the core values and ethos of the organisation.

How much time? When & Where?

We operate between the hours of 9-5pm Monday-Friday so would need you to have availability between these times. Reliability is essential; we would always prefer a small consistent commitment rather than a larger one that cannot be maintained. We have two main locations 91 Upper Parliament Street, L8 7LB and Kuumba Imani Millennium Centre, L8 1TH but volunteers may be asked to support activities outside of these locations with prior notification and agreement.

How you could help:

- Supporting group activities or events as directed by staff. Helping members feel welcome, listening and creating conversations, offering refreshments and general kitchen tasks.
- Handle enquiries from members and provide general information.
- Helping members to understand any basic written materials with regards to activities, campaigns, courses/training opportunities.
- Befriending and supporting members to attend appointments and offering emotional support.
- Creating, organising and facilitating your own group activities with minimal supervision.
- Help to set up and manage stalls for events promoting MSH.
- Preparing leaflets, flyers and any other materials for display at events.
- Raise awareness of issues and barriers faced by our client group with the public.
- Supporting the administrator with any fundraising initiatives.
- Research and create engaging content for website and social media platforms.

- Informal translating of basic materials for members or professionals (if applicable).
- Taking referrals details and assisting people with completing referral forms.
- Administration duties such as answering the telephones and using Microsoft packages on designated computers for email, database, letters and other documents.
- Support the administrator with any other basic administration duties as necessary.
- Support Mary Seacole House staff with the facilitation of training courses.
- Inform Volunteer Coordinator of any improvements you feel could be made to Mary Seacole House policies and procedures, processes or administration systems, giving regular feedback.

What you get in return:

- A fun and friendly atmosphere where you get real experience of working with diverse individuals from all walks of life whilst in a safe and supportive environment.
- Knowing that you're helping people to improve in their mental health and quality of life.
- Opportunities to expand on your own skills and to teach or mentor others.
- Initial Induction and support from a designated member of staff at all times.
- Thanks, and recognition for your time and sharing your skills.
- Regular supervision and ongoing training opportunities.
- Work experience for your CV
- Reimbursement for out of pocket expenses incurred as defined in our volunteer expenses policy.

Volunteering Recruitment Process

Application received

Co-ordinator makes contact and invites volunteer for an informal discussion to give an overview of the service, our service users, the volunteer role and the recruitment process.



DBS and References

If volunteer is suitable for the role and happy to continue with their application references are contacted and DBS (Disclosure and Barring Service) check is carried out.



Induction & Training

Volunteer receives induction and training on Mary Seacole House policies & procedures, our history & values, staff & volunteer roles, health & safety, safeguarding, confidentiality etc.



Support & Supervision

Volunteer completes skills audit form and starts shadowing staff progressing into suitable role. Ongoing task-based support agreed; planned supervision every 6 weeks (face to face or via telephone).



Moving-On

Once a volunteer is ready to move on (Found job, training course, has other commitments) An exit conversation is held to conclude their journey with MSH and take any feedback, thanking them for their time.