South London and Maudsley NHS
NHS Foundation Trust

# South London and Maudsley Volunteer Service

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Maudsley Charity
Health in Mind

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# An Overview of the SLaM Volunteer Service

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# Recruitment

Enquiry – Assemble, telephone or email

Application form

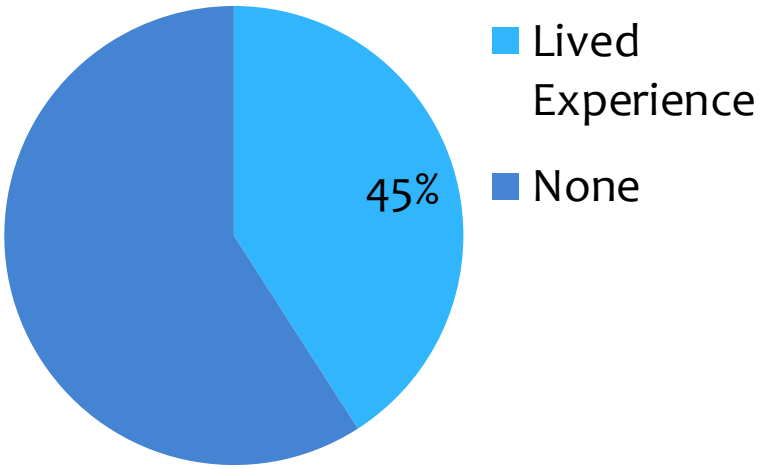
Mandatory Training

Online DBS check and two references

Occupational Health Disclaimer

Informal Interview

# Volunteers




* We have 400/450 volunteers every year
* 45% of volunteers have shared with us that they have experienced mental distress
* 68% are women
* 32% are men

# Demographics

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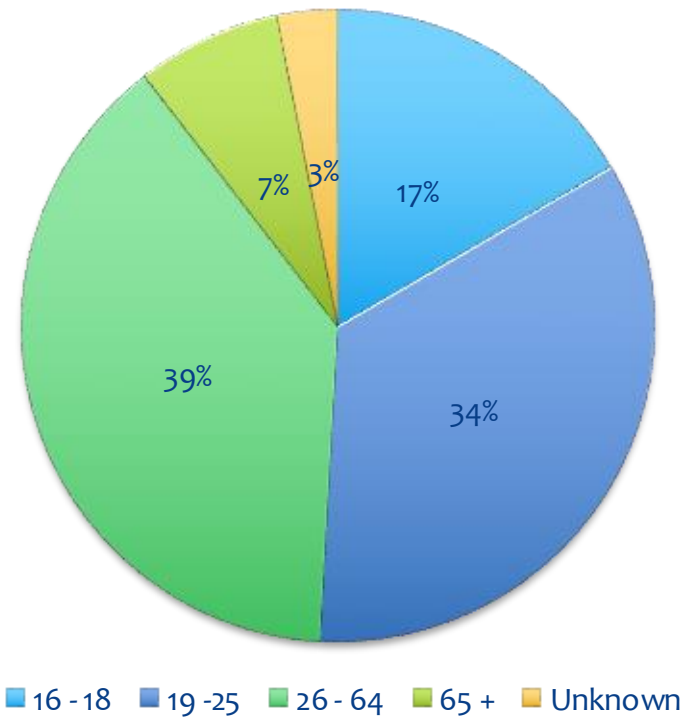
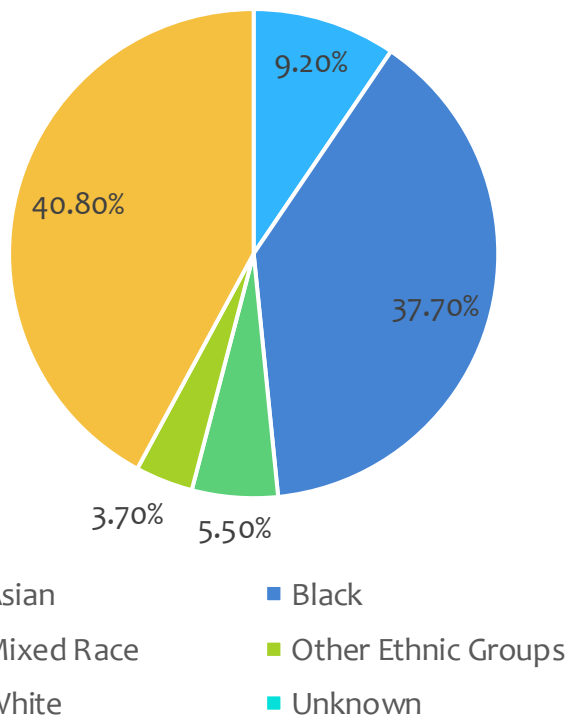
## Ages




## Ethnicity Profile

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# Why we have volunteers

* To enhance the service provision and flexibility of this
* To gain new ideas, knowledge, specialist skills, enthusiasm and experience
* To  have service user involvement
* To help engage hard to reach clients
* To develop a sense of trust in the community
* To offer the opportunity for volunteers to gain valuable experience  and the development of opportunities  for future mental health professionals
* To add value (£600,000 per year  - economic capital)

# Service Users' Feedback

* To have a less formal person to speak with
* Another person to share issues with and not being clinically assessed
* Volunteers are encouraging and engaging
* I would like to volunteer
* I have learnt to write poetry and dance

# Why people are volunteering

* To gain new skills and experience in a mental health setting
* To have a career change
* To share
* To give back
* To have a routine to the week
* To make friends and meet new people
* To get a reference and show commitment
* To support a cause
* A first step towards employment
* To gain confidence

# Volunteer Roles

* Ward Activities Roles e.g. Art, Music, Poetry
* Befriending Community and Ward Roles
* Administration
* Research
* Gardening
* Library assistants
* Museum and Gallery Volunteers
* Discharge Support
* Sport and Walking Group Volunteers

# What volunteers have gone on to do

* Occupational Therapists
* Support workers
* Project Managers
* Nurses
* Art Therapists
* Police Force
* Teaching
* Education
* and much more!

# Challenges and Barriers

- Shortage of staff to support volunteers
- Protecting the Young Volunteer's mental well being
- Commitment from our Young Volunteers
- Occupational Health and length of time for clearance
- Change of volunteer expense reimbursement system
- Engaging activities
- Debriefs
- Shortage of young men to support in CAMHS

# Volunteer Service

## Thanks any questions?

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