



ScarboroughSurvivors

Mental Health Resource Centre



The services of Scarborough Survivors are commissioned and funded by NYCC Health and Adult Services

Our Crisis Café is funded by NHS North Yorkshire CCG



North Yorkshire
County Council



North Yorkshire
Clinical Commissioning Group

Scarborough Survivors is a coastal mental health and wellbeing hub supporting the Borough of Scarborough.

A self-help charity run by and for people affected by mental health problems - *people who understand from personal experience*

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Or find us on Twitter & Facebook



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Mental Health Resource Centre



Volunteer With Us!

Volunteer Opportunities
Scarborough Survivors

Mental Health Resource Centre
9 Alma Square YO11 1JR

Established 1994

Registered Charity No. 1044058

Queen's Award for Voluntary Service
(MBE for voluntary groups) 2017



About volunteering with us

Scarborough Survivors provides a safe place for anyone aged 16 and over to drop-in, socialise, join in activities and access support. We are open 7 days a week to anyone who has experienced poor mental health. It is free to join but we expect everyone – members, volunteers and staff - to comply with centre rules to ensure a safe and respectful space for everyone always.

Volunteers play a key role in enabling social contact so that everyone feels welcome and supported. Thanks to the dedication of volunteers, we can provide a broad range of activities, services and support in the resource centre.

No formal education is required. The majority of volunteer roles involve direct engagement with our members. Volunteers help to ensure that our members receive a friendly, respectful and polite service at all times. If you are non-judgemental, able to listen, can maintain confidentiality at all times and are reliable you have all the qualities we look for in a volunteer.

Volunteers receive an information. We can offer training and support (including safeguarding and mental health first aid) and hold regular volunteer meetings to ensure our volunteers feel part of a team and able to give feedback and contribute ideas and suggestions.

We ask volunteers to complete and provide a referee (someone known to the applicant for at least a year).

Resource Centre Opening Times

Monday – Sunday, 11.30am – 4.30pm

Crisis Café Opening Times

Tuesday, Wednesday, Friday and Saturday, 7.30pm – 1am
Sunday, 8pm – 1am

We ask volunteers, if possible, to cover a half-day session on a rota (either 11.30am – 2pm or 2pm – 4.30pm)

Coffee Bar

As part of providing a friendly and welcoming space, the coffee bar volunteer should be able to approach members and visitors and ask them if they would like any refreshments and, when not making or serving, chat to members to encourage social contact.

Volunteers with a valid Food Safety/Hygiene certificate can serve cooked food items. Coffee bar volunteers must follow the correct procedures to ensure that hygiene standards are always maintained.

- ❖ Helping with the coffee bar involves a small amount of cash handling and awareness of good hygiene practices.



Youth Project

To work with and support our members aged 16-25 years in a dedicated attic youth space. Be able to engage with young people to ensure that the project meets their needs in a safe and positive way.

- ❖ Be aware of and respect confidentiality.
- ❖ Flagging up any safeguarding issues with staff or trustees
- ❖ Monitoring and maintaining equipment and resources in the project attic space

Positive Buddy

We aim to provide as much support for our members as possible. When someone has poor mental health, they find coping with day-to-day life particularly challenging.

A positive buddy is someone who offers one-to-one support to enable the following (but not exclusively):

- ❖ A dedicated listening ear
- ❖ Help to reduce isolation
- ❖ Proactive techniques to help manage and improve mental wellbeing
- ❖ Reconnecting with the local community
- ❖ Increase confidence and self-esteem
- ❖ Reduce the stigma around mental health
- ❖ Advocate when required
- ❖ Encourage autonomy at all times

In exchange for a commitment of 2 hours per week, positive buddy volunteers will receive in-house accredited training in suicide prevention and mental health first aid and safeguarding. A DBS check is required.



Reception

The reception volunteer is the first person that people see when arriving at the Resource Centre. It is essential that they can provide a friendly welcome and speak to all members and visitors so that they get the most positive first impression.

- ❖ Covering reception involves keeping a record of people coming in and out of the building. There is very little computer work involved. **As with all our volunteer roles, social contact is the most important part.** If someone comes in to the Resource Centre and there is no member of staff, volunteer or trustee available for them to speak to, the receptionist can leave the reception area to talk to them and provide them with information about our services and deal with any enquiries as appropriate.



Weekend Cleaning Volunteer

The Resource Centre is open 7 days but our cleaning staff work Monday to Friday. We welcome volunteers to support us in keeping the centre clean and presentable on Saturday and Sunday. A cleaning checklist is provided to ensure that all parts of the building are kept clean and tidy. Some tasks will need to be done daily, other less often.

Activities Buddy

We provide daily activities for members at our Resource Centre. The majority of activities are run by volunteers who are able to share a skill or interest with our members, such as writing, quizzes, art and craft and walking.

We are on the lookout for volunteers help with:

- ❖ Social media
- ❖ Music and singing
- ❖ Photography
- ❖ Holistic therapies

Anti-Stigma

As a mental health charity, Scarborough Survivors believes that nobody with poor mental health should be stigmatised or isolated as a result. We are part of a network of groups and individuals across North Yorkshire encouraging more conversations to happen. The more people talk about mental health, the less stigma there will be.

Anyone who has experienced poor mental health can start a conversation with friends, colleagues, family or any social situation, such as a coffee morning. You do not need to have a diagnosed illness. Many people have experienced low mood or anxiety at some point in their lives.

We offer training and support to help you get conversations started. Please get in touch if you would like to help.



Crisis Café

We are looking for volunteers who can assist staff supporting people in distress. This could include offering and providing drinks to visitors, speaking to visitors as requested by staff to help them to feel welcome and supported and helping to identify further sources of support that may benefit visitors. Crisis Café volunteers must always maintain confidentiality.

- ❖ support to those who are suffering from a mental health crisis or distress or those who are seeking to prevent the onset of crisis.
- ❖ a safe sanctuary for people in times of crisis/distress within a homely and supportive environment.

The Crisis Café is run by a Senior Support Worker and two Support Workers. It is for people in need of immediate attention and is not a drop-in for socialising.

This service is provided **Tuesday, Wednesday, Friday and Saturday, 7.30pm – 1am and Sunday, 8pm – 1am.**

Training and induction in this role will be provided by the Chief Executive Officer.

