

VOLUNTEERING ALL INCLUSIVE

"KEY TO EXCELLENCY IN VOLUNTEER MANAGEMENT"

BUCHAREST – APRIL 2016



WE AIM

To facilitate an open dialogue with all the participants – to change professional attitudes towards involving vulnerable adults in voluntary work

To Enable Volunteer managers around Europe to develop new ideas of inclusive volunteer programmes.

MENTAL HEALTH

How a person feels about themselves, their life and the world

Their ability to solve problems

Their ability to forge relationships with others

Their ability to achieve their aims and goals




MENTAL ILL HEALTH

A clinically significant change in a person's thinking, feeling and behaviour

A clinically significant behavioural or psychological syndrome or pattern that occurs in an individual and that is associated with present distress or disability or a significantly increased risk of suffering, death, pain or important loss of freedom

LEARNING DISABILITY

- A learning disability is a life-long condition which cannot be 'treated'
 - Significantly reduced ability to understand complex information or learn new skills
 - Reduced ability to cope independently
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WHY DEVELOPING INCLUSIVE Volunteer Programmes?

Interactive activity

BENEFITS OF INCLUSIVE VOLUNTEER PROGRAMMES

Attract a more diverse group of volunteers and bring added values to your organisation's work

Volunteers will offer your services a wide range of skills, experiences and perspectives

Reflect the community as a whole – expand your services and make accessible to the whole community


Create an inclusive climate in your organisation

Credibility within the community and with your clients / partners / stakeholders

Extend your organisation's sphere of influence and access to additional resources

Is it challenging?

+ Volunteering all inclusive

- Open commitment for an inclusive workplace
 - Display accessible information about well being and mental health
 - Encourage everyone to look after their mental & physical health
 - Consider making adaption in the workplace
 - Ensure the volunteers are part of the team
 - Offering MHAT and Disability Awareness for volunteer managers, other staff and volunteers
 - Policies and procedures in place
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+ Volunteering all inclusive


Making statements on literature such as 'people experiencing physical and mental health problems are welcome to apply' can give people the encouragement they need.


Ensure that policies, procedures and practices support their inclusion in the organisation.


Boundaries need to be clear so that when volunteers are unwell and become service users or could be sign posted to other services there are clear procedures to say whether or not they can continue volunteering.

VOLUNTEER MANAGER - things to be considered?


Interactive activity

- REGULARLY REVIEW THE ADJUSTMENTS TO ENSURE THEY ARE WORKING AND ARE STILL APPROPRIATE
 - HAVE AN OPEN, HONEST AND PRACTICAL CONVERSATION WITH THE PERSON ABOUT HOW THEIR MENTAL HEALTH CONDITION IMPACTS THEIR VOLUNTARY WORK
 - BEING VERY CLEAR ABOUT THEIR RESPONSIBILITY AND EXPECTATIONS
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- ASK THE VOLUNTEER WHAT THEY NEED
 - FOCUS ON WHAT THE VOLUNTEER CAN DO, NOT ON WHAT THEY CANNOT DO
 - BE REALISTIC ABOUT WHAT YOU CAN OFFER
 - ALWAYS TAKE ADVICE WHEN YOU ARE NOT SURE WHAT TO DO (STEPPING STONES COORDINATOR/ OTHER REFERRAL COMPANIES/ THEIR CARERS)
 - TREAT PEOPLE WITH RESPECT – AS INDIVIDUALS AND FELLOW HUMAN BEINGS. AVOID LABELING PEOPLE BECAUSE OF THEIR DIAGNOSIS OR THEIR ASSOCIATION WITH ANY OTHER GROUP.
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- PROVIDE PERSON-CENTRED CARE AND SUPPORT – PLACE THE INDIVIDUAL AND THEIR NEEDS, PREFERENCES AND ASPIRATIONS AT THE CENTRE OF CARE
 - PROMOTE GOOD PRACTICE IN SAFEGUARDING – FOCUS ON PREVENTION AND MAKE PROPORTIONATE, PERSON-CENTRED RESPONSES TO ABUSE
 - ADOPT A RECOVERY APPROACH TO MENTAL HEALTH – IN PARTICULAR, HELP PEOPLE SUSTAIN THEIR PERSONAL IDENTITY AND SELF-RESPECT
 - PROMOTE GOOD COMMUNICATION – THIS DEMONSTRATES RESPECT AND MAINTAINS AN INDIVIDUAL'S DIGNITY
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REFLECTION TIME

- What roles do you think you could offer for vulnerable adults in your workplace?
 - Please make a list of at least 3 possible roles
 - What could you do differently to offer more inclusive volunteering opportunities
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INTERACTIVE

- DEVELOP A LIST OF 5 ACTIVITIES THAT COULD HELP YOU TO SUPPORT A VULNERABLE VOLUNTEER



- ORGANISING SUPERVISION MEETINGS
 - SUPPORT THE VOLUNTEER TO PRIORITISE THE WORK
 - ALLOW THE VOLUNTEER TO FOCUS ON A SPECIFIC PIECE OF WORK
 - CONSIDER SHARED TASKS
 - OFFERING SUPPORT WITH BUDDY OR MENTOR
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SOLUTION – A.L.E.R.T. model

Acknowledge

Listen

Engage

Refer

Talk



ACKNOWLEDGE what the person is saying and feeling in a sensitive and compassionate way. Trust your instincts even if an individual denies that there is a difficulty. You can still let the person know that you are concerned, and that you want to help.

LISTEN - Allowing the person to talk without interruption, and offering your undivided attention, can help the person to feel cared about and more confident about what to do.

ENGAGE without making generalizations or assumptions about the person. Be specific about the behaviour which is the cause for concern. It is okay to ask about it, and to name what you see. For example, you may say, “I’ve noticed that you have not been here last week, and I’m concerned.” Offer hope and reassure the volunteer that things can get better. Assist the person in realizing that there are always options and resources, and that life will not always seem hopeless.

REFER - the volunteer to other services

- Except in an emergency situation, you must respect the person's right to accept or refuse a referral. However, if it is a life threatening emergency and the volunteer refuses to access any of the resources available, immediately take action.

TALK with someone about the situation, resources that are available and to discuss a plan of action. Consult with colleagues or supervisors for support, guidance, and assistance

SEE THROUGH THE VOLUNTEERS' EYES

- The success of a volunteer programme is consistent passion and enthusiasm of the one who manages it
- You have to believe in what you are doing
- Volunteering is for everyone!

THANK YOU

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