

Welcome...We Are SANE



SANE is a mental health charity that aims to improve the quality of life of anyone affected by mental illness, including family, friends and carers.

- **SANE Services** provide emotional support and information
- **SANE Campaigning** raises awareness, combats stigma and works towards influencing policy and improving mental health services.
- **Fundraising**

Getting Involved:

As a volunteer you can make a contribution to all these areas of our work. However, our greatest need is for **Services Volunteers** to support our services:

One-to-one support provided by:

- [SANEline](#): telephone helpline available 6pm–11pm every evening.
- [Textcare](#): text message support service available 24 hours a day.

To become a services volunteer, email: volunteer@sane.org.uk for details of our next open day.

The Services role is not suited to me, how else can I be involved?

There are opportunities to become involved with fundraising, campaigning, media department or sometimes there are ad-hoc roles working on our database in our office.

For more information on these roles contact:

Fundraising and Campaigning: fundraising@sane.org.uk

Media: mediateam@sane.org.uk

Other roles: see our volunteering pages on our website to see when we add different roles.

Please continue to read this pack if you are interested in our services volunteer role...

What You Need to Know: Services Volunteer

The role of SANE Services Volunteer is both challenging and rewarding.

Requirements Checklist:

You...

- Can commit to 18 months minimum (If you do not think you will be able to commit to this at this time we ask you to seriously consider if this is a suitable role for you.)
- Can demonstrate self-awareness, insight and understanding
- Are open to feedback and are willing to learn
- Can show empathy and acceptance for those affected by mental illness
- Are able to commit to one 4 hour shift per week, (one weekend shift per month)
- Are able to travel to our offices in Islington (all volunteering happens from our office)
- Are aged 18 or over.

The **Volunteer Role Description and Personal Qualities needed** can be found on our website [here](#).

- Come and meet some of our existing volunteers on our website [here](#)

Frequently Asked Questions:

Do I need to know anything about mental illness to volunteer?

No, all you need is an interest in mental health. We provide training and on-going support enabling you to learn about SANE and mental illness.

Is training provided?

A five-day training course is provided for Services Volunteers. We also provide ongoing support which will help you develop your practice.

What commitment is involved?

As a Services Volunteer, you gain and give most if you remain with SANE for 18 months or more. This allows you to get experience and learn from our range of service users. In turn, our service users gain enormously from experienced and committed volunteers.

What are the hours/shifts?

Services Volunteers work four-hour shifts and we ask volunteers to try their best to commit to one shift in four at a weekend.

- Helpline shifts available 6.00pm – 10.00pm or 7.15pm - 11.15pm seven days a week
- Textcare shifts are available 12:00-16:00 Monday-Friday, as well as 18:00 – 22:00 and 19:00 and 23:00 everyday

Can I volunteer from home?

All volunteering takes place from our only office in London and are supervised by a shift coordinator. This is particularly important because of the nature of the work and the need to ensure your wellbeing, and that of our service users.

I don't live in London; can I still be a Services Volunteer?

While we would love to offer this elsewhere, we have only one location, which is our office in Islington, London. From here we provide services nationally. Therefore our services volunteer role is only available to people who can travel to our office in London for shifts.

Are travel expenses paid?

We offer reimbursement for travel expenses up to the value of a one-day travel card within the Greater London area. We are able to pay travel expenses from the selection day forward.

Will this become a paid position?

Our volunteer roles are designed specifically as voluntary positions. Vacancies for paid positions at SANE are advertised internally, as well as externally, thus allowing volunteers to apply on an equal basis in an open recruitment process.

Do you provide references for volunteers?

Yes. The type of reference depends on the length of time you have been with us. References for those who have volunteered six months or more are more detailed than those who have volunteered for shorter periods of time.

Do you offer short term volunteering/ supervised placements/internships?

No, unfortunately we are not able to accommodate work experience, short term volunteering or supervised placements for your courses of study with our services department. These roles may be available with other departments and will be advertised on the jobs page of our website.

So How do I Become a Volunteer?

The first step to becoming a services volunteer is to attend an open evening.
Email: volunteer@sane.org.uk for details of our next open day.

After an open day you will be sent an application form to complete. Please see refer to the next page entitled 'Journey to Becoming a Services Volunteer' to see the full process to becoming a volunteer.

Journey to Becoming a Services Volunteer

