

Volunteer – PALS



Mind Australia Limited is a leading community managed specialist mental health service provider. We have been supporting people dealing with the day-to-day impacts of mental illness, as well as their families, friends and carers for 40 years.

We provide practical and motivational support that helps people develop the skills they need to move on, thrive and improve the quality of their lives. It's an approach to mental health and wellbeing that looks at the whole person in the context of their daily life.



Position details

Volunteer - PALS

Position reference	10055
Time Commitment	2 hours per fortnight, 12 month commitment
Service	PALS Metropolitan Melbourne Volunteer Services
Area/division/state	North West Community Services/North West Victoria/Victoria
Effective date	December 2017

Position purpose

To develop a one-on-one relationship with a person experiencing mental ill-health by supporting the individual to engage in social and recreational activities.

Service information

The PALS Volunteer Program is a complimentary part of an individual's recovery program, in which they choose to be an active participant. The program assists in reconnecting individuals to the local community and supporting them to engage in social and recreational activities. Volunteers are matched one-to-one with a person experiencing mental ill-health, meeting once a fortnight for around two hours.



Key responsibilities

Supporting Service Delivery	<ul style="list-style-type: none"> • Support individuals in social and recreational activities that may be difficult for them to participate in • Provide support and social companionship to the individual • Support the individual to connect with the local community • Provide the individual someone to talk to outside of existing clinical links • Active participation in support and review systems • Make regular contact to appropriate support person(s) at Mind Australia • Ask for assistance and support where needed
Specific requirements	<ul style="list-style-type: none"> • Participate in activities of interest to the individual, such as: <ul style="list-style-type: none"> – coffee and chat; – walking; – watching films; – visiting local libraries, art galleries and community events.
Workplace Health and Safety	<ul style="list-style-type: none"> • Contribute actively to the maintenance of a safe volunteering environment • Ensure all safety issues are reported and addressed as they arise
Accountability	<ul style="list-style-type: none"> • Proactively comply with direction from the Service manager or Volunteer Coordinator • Use all Mind resources in line with organisational policy • Proactively support Mind’s vision of supporting people facing mental health challenges to live well and be socially included, in accordance with the Mind values
Other Duties	<ul style="list-style-type: none"> • As delegated by the Volunteer Coordinator

Reporting relationships

The position reports directly to the Volunteer Coordinator

Position requirements

Core Requirements

- Current National Police Record Check (Volunteer)
- Current Working with Children Check (Volunteer)

Key capabilities

- A sincere interest in engaging with people who experience mental ill-health and sensitivity towards issues they may face
- Ability to work independently, but also obtain support and debriefing as required
- A willingness to step outside your comfort zone and learn new skills
- Respect the boundaries to the volunteer-participant relationship
- Willingness to accept the regulations and standards under which Mind services operate
- Reliability, integrity, and honesty

Conditions of volunteering

This position requires a commitment to volunteer for around 2 hours per fortnight, at a mutually convenient time agreed between the volunteer and the individual. Volunteers are asked to make a commitment of 12 months.

Volunteers are required to attend initial training and ongoing support sessions whilst volunteering.

Volunteers must sign the Mind Volunteer Agreement, which outlines volunteer responsibilities and requirements. Volunteers are required to adhere to the Mind Volunteer Agreement and the relevant Mind procedures, regulations, protocols and policies throughout their time volunteering at Mind.

Volunteer appointment is contingent on the volunteer obtaining and maintaining a satisfactory National Police History Check and Working with Children Check (Volunteer).

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