

Free Volunteer Training

Enabling volunteers to access a wide variety of training opportunities across Bath and NE Somerset

We aim to have as many organisations as possible delivering courses in their specialist areas. If your organisation wants to be involved in providing training, a room or something else please get in touch.

St Mungo's coordinates volunteer training in the social care sector in Bath & NE Somerset. Courses are open to any volunteer and 424 volunteers from 52 organisations have booked on 22 different types of course so far.

The Volunteer Network and Pass

The volunteer Network is a network of organisations, in the social care sector, that aspire to provide volunteers with positive experience of volunteer recruitment, training and support. This includes the development of the **Volunteer pass** where volunteers can easily:

- Book training and automatically record attendance
- Record their volunteering roles and achievements
- Record DBS and referees

This is designed to make it easy to see what you've achieved, volunteer somewhere else, and create a CV.

Which training

We recommend that all volunteers attend core training – Safeguarding, Boundaries and Confidentiality. Then go on to attend further training that enables them to have a positive impact as a volunteer, to progress and maintain their wellbeing.

Lived Experience

We are particularly interested in enabling people with lived experience to volunteer

To book

Go to Volunteers page of the **wellbeing college**:

www.wellbeingcollegebanes.co.uk

Or register only once and get your **volunteer pass**:

www.volunteerpas.org.uk

Please speak to your volunteer coordinator to ensure the training complements the training and processes where you volunteer.

Core Training

Volunteer Core Training

Delivered by DHI

◆ Aim

That all participants understand their role in relation to professional boundaries and staying safe when working with socially excluded or vulnerable groups or individuals;

◆ What

- Boundaries
- Safeguarding
- Confidentiality
- Personal Safety

- The day also includes an introduction to Drugs and Alcohol and also DHI

A one day course

Boundaries Training

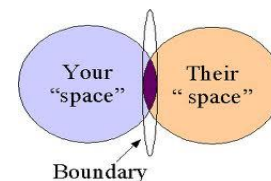
Delivered by St Mungo's

◆ Aim

To provide participants with a clear understanding of boundaries including risks around personal disclosure, dealing with gifts and keeping ourselves and others safe. Including the importance of setting and keeping healthy boundaries and identifying situations before things go wrong.

◆ Course Outcomes

- Understand the difference between personal and professional boundaries
- Consider the impact of good and bad boundaries
- Understand how to identify boundary crossing
- Consider the importance of confidentiality
- Know where you can go to raise concerns or gain support



A half day course

Safeguarding Adults and Children

Delivered by St Mungo's

◆ Aim

To provide participants with a clear understanding of their roles and responsibilities in preventing and responding to suspected and actual abuse.

◆ Course Outcomes

By the end of the day participants will:

- Be able to define what adult abuse, child abuse and vulnerable adult is
- Understand the importance of values and attitudes in responding to safeguarding concerns
- Have considered indicators for different types of abuse
- Know what their responsibilities are in relation to safeguarding adults and children
- Apply learning to case studies based on real situations



A half day course

All other Training

Be Heard in B&NES

Delivered by Swan Advocacy

◆ Aim

To provide individuals with the knowledge and tools needed to enable them to express their views/opinions on what they need (self-advocacy) from the organisations they receive services from. We also provide training for staff/volunteers.

◆ Learning Objectives

- Understand what self-advocacy is and how it can help you
- Identify barriers to self-advocacy

- Provide tools and approaches to overcome barriers to self-advocacy

A 2.5 hour course

Conflict Management

Delivered by Wellbeing College

◆ Aim

A short interactive session for volunteers who may encounter challenging behaviour or situations with clients or vulnerable members of the community.

Delivered by a Registered Mental Health Nurse and independent trainer with over thirty years' experience working with vulnerable individuals and clients in NHS and other social care organisations.

◆ Learning Objectives

- Meet other people in similar roles to you
- Identify the challenging situations you may have come across during your work
- Explore and share strategies to improve our skills and communication styles

A half day course

Connect 5

Delivered by St Mungo's & Creativity Works

◆ Aim

An accessible, evidenced based training that provides participants with skills, competencies and confidence in having conversations about mental health and wellbeing. Tools to empower others to take proactive steps to build resilience and look after themselves. Accredited by the Royal Society of Public Health



◆ Learning Objectives

- Develop your core understanding of mental health, mental wellbeing and how to signpost to local services and resources that will enable individuals to help themselves.
- We don't need to be mental health specialists to support those who are experiencing emotional and mental health problems.

A half day course (day 2 and day 3 – available as required)

Everyday First Aid skills

Delivered by British Red Cross

◆ Aim

To be able to help or respond to someone who is having a medical emergency

◆ Skills to help someone who:

- Is bleeding heavily
- Has a burn or scald
- Is choking Has a broken bone
- Has a head injury
- Is having a heart attack
- Is having a stroke
- Is having a seizure (epileptic fit)
- Has eaten or drunk something harmful
- Has hypothermia

- Is unresponsive and breathing
 - Is unresponsive and not breathing/Is unresponsive and not breathing (AED is available)
- A half day course

Facilitators Course

Delivered by St Mungo's

◆ Aim

Run your own group with confidence. By improving your skills, knowledge and confidence, for their everyday life and for jointly facilitating groups.



◆ Learning Objectives

1. **Introductory Session** - Course overview, getting to know each other, dispel fears. What are the skills of a facilitator? We all have talents, skills and competencies
2. **Communicating with Confidence** - Understand the benefits and barriers to good communication and consider the different tools that can help improve communication.
3. **It's Ok to be Me** - A deeper understanding of the differing gifts we have by virtue of our personalities;
4. **Assertiveness & Managing a Meeting** - Communicating assertively in different situations. Ground rules and confidentiality. Empowering others to express their needs, wishes and possible ways forward.
5. **Public Presentation Skills** - Developing the ability to give a short presentation and give constructive feedback

A five day course, 10am – 3pm

Introduction to Trainer Skills

Delivered by St Mungo's

◆ Aim

Providing a foundation in training design and delivery, for volunteers planning to co-deliver training through the organisation they volunteer for or the Wellbeing College.

◆ Learning Objectives

- Writing the aims and objectives of a course to meet participants needs
- Developing a training plan
- What is good facilitation and the different methods of delivery
- Practice designing and delivering a short session
- Evaluating learning
- What next and supporting each other as you start to deliver training



This two day course aims to give people, including those with lived experience, the confidence to start training, usually with an experienced trainer. Please call Ralph on 0782 511 5775 to more info

Lone Working

Delivered by St Mungo's

◆ Aim

A clear understanding of your role in relation to professional boundaries and staying safe.

◆ Learning Objectives

- Know how lone working fits into their role

- Purpose of professional boundaries to ensure personal safety
- How to stay safe when community lone working
- How to manage difficult situations using Dynamic Risk Assessment
- Apply their learning to case studies based on real situations

A half day course

Managing Challenging Situations

Delivered by Wellbeing College

◆ Aim

To enable volunteers to be better able to manage challenging behaviour or situations with clients or vulnerable members of the community

◆ Learning Objectives

- Meet other people in similar roles to you and identify the challenging situations you may have come across
- Explore and share strategies to improve skills and communication styles

Delivered by a Registered Mental Health Nurse and independent trainer with over thirty years' experience working with vulnerable individuals and clients in NHS and other organisations.

A half day course

Make Every Contact Count (MECC)

Delivered by St Mungo's & Wellbeing College

◆ Aim

Public Health England's course supporting participants have competence and confidence to deliver healthy lifestyle messages, to encourage and support people to change their behaviour, and to direct them to local services that can support them.

◆ Learning Objectives

- Able to have healthy conversations to plant the seed for change,
- Improve conversation skills,
- Able to ask open questions,
- Supporting people to identify and set goals,
- Improved ability to achieve goals by SMARTER planning

Delivered over 2 half days



Mental health Awareness

Delivered by Bath Mind

◆ Learning Objectives

- What is mental health, spotting the signs and symptoms
- Exploring the 5 ways to wellbeing; Connect, Be Active, Keep learning, Give, Taking notice.
- Responding to, and communicating with someone experiencing mental health difficulties. (Using the mental health continuum and the ABC Approach.)
- Remaining resilient
- Having sensitive conversations around mental health

A half day course

Peer Mentor Training

Delivered by St Mungo's

◆ Aim

To provide volunteers or anyone wanting to support others by becoming a volunteer mentor or befriender with the confidence, skills and knowledge to support others one-to-one. The course aims to support people who wish to utilise their lived experience to support others.

◆ Course Outcomes

- Day One: Boundaries, safeguarding, confidentiality, lone working, equal opportunities, knowing the organisation you volunteer for
- Day Two: What is 'recovery'? Person-centred planning, Wellbeing development plans, SMART goals, handling criticism, keeping well



If you have any questions about the course or joining the St Mungo's peer mentoring team please call Claire Lawrence on 07736 457 670

This is a 2 day course. We recommend that anyone who will be lone working also attend training on: Lone-working; Respecting difference, Safeguarding; MECC, Conflict management, 5 Ways to wellbeing,

Respecting Difference

Delivered by Bath College

An introduction to Equality & Inclusion

◆ Aim

To introduce the principles of equality, diversity and inclusion and how they relate to volunteering.

◆ Learning Objectives:

- Explain the difference between equality, diversity and inclusion, including why these are valued by social care organisations
- Be able to describe what are protected characteristics and forms of discrimination
- Identify how you can challenge inappropriate behaviour of clients, staff or other volunteers
- Understand unconscious bias and its impact when volunteering



A half day course