



Volunteer *Centre*  
Dorset

# Volunteer Support Guide for Organisations



Hello, how are you?



Supporting volunteers with their mental health and wellbeing, helps them to feel like they are not alone, that they are supported by you and that they can ask for help when needed.

Below are resources, hints, and tips to help you support your volunteers.



# Resources



## Hub of Hope

[The Hub of Hope](#) is the UK's leading mental health support database. It is provided by national mental health charity, Chasing the Stigma, and brings local, national, peer, community, charity, private and NHS mental health support and services together in one place.



## Mind

[Resources to support staff mental health](#)



## Mental Health Foundation

[Mental Health Foundation](#) has a range of in-depth how-to guides on a wide range of mental health problems, free to download and read.



## Mental Health at Work

[Mental Health At Work](#) has tools, resources, and stories, to make navigating the workplace mental health landscape easier.



## Steps to Wellbeing

[Steps2Wellbeing](#) is a free, NHS Talking Therapies for anxiety and depression service for adults over 18 years old in Dorset and Southampton City.



## Policies



- Create a mental health and wellbeing policy – [St John's Ambulance](#)

## Training



- [Zero Suicide Alliance training](#)

- **Mental Health First Aid**

Mental Health First Aid – [Level 2 qualification](#)

- **MindEd**

[MindEd](#) is a free educational resource on children, young people, adults, and older people's mental health.



## Support from CAN & Volunteer Centre Dorset



- Support organisations with the creation of a mental and health wellbeing policy.
- Help you to deliver sessions around mental health awareness.
- Provide opportunities for shared learning and peer support for volunteers.

# Good Practice



Encourage 'fun' things that volunteers can do, whether as a group or on their own

Talk to volunteers about wellbeing and self-care.

Create a 'wellbeing board' or space to share communication and positive news.

Consider providing training and workshops on self-care.

Activities like writing in a journal, meditating or long walks could help reduce levels of stress and anxiety.

Have resources available that outline who volunteers can go to and where can they find more support.

Check in with any volunteers experiencing difficulties, even if they are not currently volunteering – a little card or phone call to let them know you are thinking of them can make a world of difference.

Provide regular reviews and ongoing support to volunteers using appropriate methods.

# Good Practice



Encourage volunteers to feedback on the organisation and their roles using a range of platforms including formal meetings, supervision, support group meetings, questionnaires, reviews, and workshops.

Say 'thank you,' this can go a long way to making volunteers feel valued and significant and supports their wellbeing - increasing their confidence and self-esteem which will enhance their performance.

Collect feedback from your volunteers on their satisfaction, motivation, and well-being, as well as their challenges, needs, and suggestions. Use this data to identify what works well and what needs improvement, and to adjust your support accordingly.

Recognise the emotional challenges volunteers may face when dealing with sensitive or distressing situations.

Establish mechanisms for emotional support, such as debriefing sessions, access to counselling services, or peer support networks.

Consider extending your Employee Assistance Programme (EAP) to volunteers allowing them to access mental health support.