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A Letter of Welcome from the NAMI Queens/Nassau Board of Directors

We are pleased to welcome you to NAMI Queens Nassau and the NAMI family. We are an affiliate of NAMI, the National Alliance on Mental Illness, a grassroots not-for-profit organization that is committed to building better lives and ensuring dignity and respect for those affected by mental illness through support, education and advocacy.

For forty years, NAMIQN and a group of dedicated volunteers like you has helped to improve the lives of thousands of our friends and neighbors. Indeed, NAMI volunteers have always played a critical role in insuring the success of NAMI and its programs and we are excited to have you as an ally in furthering our mission.

At the outset, we want to start by thanking you for offering up your time and your talents. By committing to NAMI Queens/Nassau, you will be given the tools and the proper training needed to nurture your passion for helping people struggling with mental health disorders in our community. Additionally, volunteers are also encouraged to get involved with special events, outreach, fundraising including our annual NAMI BeachFest event and any of our many special committees.

Depending on the role, volunteers will have the opportunity to partake in training and educational opportunities aimed at helping you transition seamlessly into your role. Your orientation into NAMI Queens Nassau and the volunteer experience begins with this Volunteer handbook. Please take the time to read and understand this handbook. Should you have any questions, please ask our volunteer coordinator, office manager or executive director.

In closing, we hope you will find your time spent with NAMI Queens Nassau challenging and personally rewarding. Once again, we are thrilled to welcome you as a member of the team. Please do not hesitate to share any concerns or questions you might have regarding your role as a volunteer—we’re here to ensure that your experience is rewarding!

Very truly yours,

The Board of Directors NAMI Queens/Nassau
Purpose

This handbook is intended to provide you with the information necessary for your time as a volunteer at NAMI Queens/Nassau.

Volunteerism is an essential asset to most nonprofit organizations, and we are no exception. With only a small paid staff, we rely on many volunteers to help provide the services that NAMI Queens Nassau so desperately needs.

In the following pages, you will find information about the NAMI organization, National, State and our local affiliate, including its history, as well as general information such as volunteer positions, contact info, hours of operation, services provided, volunteer guidelines. For those positions requiring a Volunteer application, it must be signed and returned to the Executive Director along with any other documents needed.

If you have any questions or comments regarding this handbook or any other aspect of your training, please feel free to contact the Volunteer Coordinator or Executive Director.
History

What started as a small group of families gathered around a kitchen table in 1979, NAMI has blossomed into the nation’s leading voice on mental health. Today, we are an association of hundreds of local affiliates, state organizations and volunteers who work in your community to raise awareness and provide support and education that was not previously available to those in need. NAMI Queens/Nassau is one of the largest affiliates in New York State.

NAMI Queens/Nassau began at Hillside Hospital in 1980 as PATH (People Acting Together with Hope) and soon after allied with the newly formed national organization, Alliance for the Mentally Ill and became AMI/PATH. In 1984 we received tax-exempt status becoming a 501(c) (3) charitable organization. AMI was eventually changed to the National Alliance for the Mentally Ill (NAMI). In 1998, to better reflect our community, we changed our name to NAMI Queens/Nassau. In 2006 NAMI became the National Alliance on Mental Illness.

From the beginning, support and education were the bedrock of AMI-PATH with regular caring and sharing groups and monthly meetings with guest speakers. In the early 90’s AMI/PATH initiated two programs the Friendship Network currently renamed to UNITES, a socialization program for people struggling with mental health disorders, and Breaking the Silence, mental health disorder education packets for grades 4-12. We have since added NAMI Signature programs, In Our Own Voice presentations, Family-to-Family classes, Peer to Peer classes, Ending The Silence (ETS) School Program, NAMI Basics classes, FaithNet, many specific Support Groups and our monthly meetings, which cover relevant topics for our community.

In addition to providing support and education, NAMI Queens/Nassau also played an important role in developing mental health services in our community. Under our leadership three clubhouses promoting psycho-social rehabilitation were established; Venture House and NAMI Connections, Queens County and the Nassau Clubhouse, Nassau County. NAMI Queens/Nassau was vital in creating Plan of New York, a community trust for families, which is currently operated by the Jewish Board. Today we are one of the largest affiliates in New York State.
Mission

NAMI Queens/Nassau is an affiliate of NAMI, the National Alliance on Mental Illness, a grassroots not-for-profit organization that is committed to building better lives and ensuring dignity and respect for those affected by mental health disorders through support, education and advocacy. This includes those diagnosed with a mental health disorder: their family members, relatives and friends; mental health professionals and all those who share NAMI’s vision and mission. As one of the largest affiliates in NYS, we work collaboratively with our state and national organizations and with other stakeholders to educate the public, advocate for legislation, reduce stigma and improve the mental health care system.

Vision

The NAMIQN affiliate is a not for profit organization working towards a society where mental wellness is the foundation of a healthy community. To deliver a wide variety of programs and services to support individuals and families impacted by mental illness in ways that help them move towards recovery.

Values

We Educate our education programs ensure families, individuals and educators get the support and information they need. Visit our website www.namiqn.org for resources and information about our local programs.

We Understand most of our volunteers have lived experience and lives impacted by mental health disorders.

We Support in NAMI’s groups you meet others who share experiences which can help you to realize you are not alone.

We Advocate NAMI shapes the national public policy landscape for people with mental illness and their loved ones and provides volunteers with the tools, resources and skills necessary to promote mental health.

We Lead Awareness events and activities, including Mental Health Month, Mental Health Condition Awareness Week and NAMIQN’s annual BeachFest successfully fight stigma and encourage understanding. NAMI works with the media and policy makers so our community understands how important mental health is.

We Listen We respond to your calls and provide free help with local information and support. Please call our NAMI Queens/Nassau office 516-326-0797 or 718-347-7284.

We believe in Family and Community and we want us all to know how to reach the best care possible, regardless of our language, culture or identity.

We Promote and Teach NAMI free educational classes to families and peers.
What NAMI Does

NAMI Queens/Nassau offers education, support, advocacy and awareness that transform the lives of individuals living with mental health disorders, their families, and their communities. Through the four pillars of education, support, advocacy, and awareness, we aim to: Increase knowledge, understanding, and awareness about mental health disorders; teach new skills and tools to manage mental health challenges, and life’s stress and better respond to people experiencing a mental health condition; increase social support and participation in the community, reduce stigma and encourage understanding.

NAMI Queens/Nassau offers education and support for:

1. **Individuals living with a Mental Health Disorder**: NAMI Peer support groups, Peer-to-Peer classes and NAMI Unites socialization group encourage, support, and empower individuals who have experiences mental health challenges and are living in recovery.
2. **Family Members and Caregivers**: 1 in 4 families are affected by mental health disorders. We provide many different family support groups and classes; Family to Family, Basics. All of these provide a safe and confidential space for families to seek help and support through learned wisdom and experiences. NAMI family classes and support groups are led by trained volunteers, with lived experience, who know what it is like to have a loved one living with a mental health disorder.
3. **The Community**: NAMI offers many opportunities to educate and involve the Queens/Nassau community in the conversation on mental health disorders - including settings such as healthcare centers, businesses, religious institutions and other community organizations.

Volunteer Program Information

NAMI Queens/Nassau recruits volunteers from the local community, including individuals living with a mental health disorder, their family member, health service providers, and concerned citizens. Volunteers will work in implementing the mission of the organizations and be responsible for helping with the success of our daily and long-term operations. We aim to give volunteers meaningful volunteer positions and the proper recognition for the work that they do.

Volunteer Requirements

- All volunteers must be individuals over the age of 18 unless prior written parental consent is obtained.
- All prospective volunteers must submit a Volunteer Application found on the website (found under the Join tab on our website. Direct link: https://namiqn.org/info-application/ All volunteers will be contacted by a NAMI Queens/Nassau staff member outlining the steps in the volunteer process.
- Volunteers over the age of 18 who are serving at sites with children will undergo a background screening.
- Specific application processes, requirements, and training are required for select volunteer roles, including all Program Volunteers. Refer to the Volunteer Role Descriptions for more details.
- Good communication skills, reliable, positive outlook, commitment to NAMIQN and empathy for those with a mental health disorder.
Volunteer Positions

Below is a list of Volunteer positions, their individual role descriptions, requirements and volunteer commitments for each position are described on the ensuing pages. Please keep in mind that actual volunteer position openings are determined by need and can change throughout the year.

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<th>Community Education/Outreach/Program Volunteers</th>
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<th>Professional/Administrative/ Office Volunteers</th>
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<td>• Technical/Professional skills including Legal, Finance, IT, Social Media and Accounting.</td>
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<td>• Data entry and analysis</td>
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<td>• Front Desk (Field and triage incoming calls)</td>
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*Trained Volunteers
Fundraising/Development Volunteers

Role Description(s): Help to raise funds through conventional and digital methods as well as personal contacts, etc. Development volunteers may also assist in researching/applying for grant opportunities.

Location: Home, NAMIQN office, various potential donor locations

Reports to: F/D MEC Chairperson (who report to Board liaison), works with NAMIQN Office Manager, Executive Director.

Role Requirements:
- Passion and desire to help NAMIQN grow through fundraising and development.
- Prior fundraising, sales, or community/government relations experience (Preferred, not required)
- Attend Development and Major Events Committee meetings.

Volunteer Commitment: Depending on role, Volunteers can work self-paced. Special Projects may require attendance at scheduled meetings on an as-needed basis. Typical commitment ranges from 4 to 15 hours/month.

Minimum Age: 18 years old.

Volunteer Responsibilities:
- Solicit donations and or goods and services from businesses and local merchants.
- Assist with event promotions, marketing, and getting sponsors.
- Research and apply for grants (if applicable)

Major Event Volunteers

Role Description: Provide assistance the day of an event. NAMIQN largest events each year are NAMI BeachFest, The BeachFest Kickoff, monthly meeting presentations, and Fundraising events, though other events may be scheduled throughout the year as well.

Location: Events are held throughout Nassau or Queens

Reports to: Event Chair for Major Event planning and BeachFest Manager/ Event Chair for NAMI BeachFest.

Role Requirements:
- Ability to follow directions and work independently if needed.
- Attend Development and Major Events monthly committee meetings.
- NAMIQN current membership preferred.

Volunteer Commitment: Volunteers are scheduled on an as-needed basis.

Minimum Age: 18 years old.

Volunteer Responsibilities:
- Help with setup and registration.
- Share resources at a NAMI informational table.
- Assist with event promotions, marketing, and getting sponsors.
- Research and apply for grants (if applicable)
- Volunteers report to Event Chair(s)
- Event Chair(s) report to Board Liaison
Administrative Office Volunteer

Role Description: Office Volunteers are scheduled on an as-needed basis to provide general administrative support to staff and complete special projects.

Location: NAMIQN office

Reports to: Executive Director, Office Manager or Board Liaison

Role Requirements:
- Some tasks may require additional skills (e.g. computer skills or customer service skills).
- Experience with mental health disorder personally, as a caregiver, or as a professional is helpful but not required.
- Sitting or standing for extended periods; light to moderate lifting may be required.

Volunteer Commitment: Volunteers are scheduled on an as-needed basis

Minimum Age: 18 years old

Volunteer Responsibilities:
- General administrative support for the Office Manager organizing files, copying, assembling resource materials, managing the library.
- Administratively and empathetically triaging and incoming phone calls into the NAMIQN and documenting them into the monthly call log.
- Entry of all hand written sign in sheets from groups, classes and meetings into excel documents as per direction of the Office Manager.

Professional Services Volunteer

Role Description: Professional Services Volunteers work on specific projects or serve on committees to assist NAMIQN with various organizational functions (financial professionals, attorney’s, IT and marketing professionals, fundraising, etc.). They work on an as-needed basis and or serve on committee’s or taskforces to help complete special projects.

Location: Work from Home/ NAMIQN office

Reports to: Executive Director, Office Manager or Board Liaison

Role Requirements:
- College Degrees/Certificates in respective professional disciplines (BS/BA, JD, MBA, etc.)
- Area expertise in specific disciplines (ex. Accounting, tax preparation, etc.)

Volunteer Commitment: Volunteers are scheduled on an as-needed basis

Volunteer Responsibilities:
- Volunteers will work with Board Liaison and staff and are expected to carry out and complete specific project assignments on a timely basis.
- Carry out and complete assignments related to committee work.
Community Outreach Committee Volunteer

Role Description: NAMI participates in community events, fairs, and festivals to introduce the organization, its mission, and its resources to the community at large. Events are held at sites such as universities, faith-based institutions, and community organizations. NAMI also holds bi-monthly listening sessions throughout the community to educate the audience about relevant mental health topics.

- **Location:** Events are held throughout Nassau Queens County.
- **Reports to:** Community Outreach Committee Chair

Role Requirements:
- Comfortable being out in the community.
- May require sitting or standing for extended periods in variable weather conditions.
- General, working knowledge of mental health disorder and NAMI’s mission. Fact sheets and talking points will be provided.
- May require lifting and carrying items of moderate weight to transport materials.
- NAMIQN current membership preferred.

Volunteer Commitment: Outreach events are usually 2-6 hours and usually occur on weekends, though some take place during the week.

Volunteer Responsibilities:
- Volunteers may be asked to pick up resource materials from the NAMIQN office prior to the event date and return these items afterward.
- Staff the booth at the event, usually while working cooperatively with NAMIQN staff and/or volunteers. Tasks include greeting members of the public, answering general questions about NAMI, distributing resources and materials, and encouraging interested individuals to sign up for our email list. Sign in sheets should be present at every event.

- **Reports to Coordinator(s)**
- Coordinator(s) report to Community Outreach Committee Chair
Educational Course Leaders

Note – your name will be listed on our website, flyers and social media to promote your class – if you have a problem with this you must let us know beforehand.

NAMI Family-To-Family Facilitator

Role Description: The NAMI Family-To-Family educational class is for families, partners and friends of individuals with a mental health disorder. The course is designed to facilitate a better understanding of mental health disorders, increase coping skills, and empower participants to become advocates for their family members. NAMI Family-to-Family was designated as an evidence-based program by SAMHSA. The course consists of 12 two-and-a-half hour sessions and is taught by two co-teachers.

Location: Classes are held at various locations throughout Nassau and Queens.

Reports to: Program Coordinator

Role Requirements:
- Personal experience supporting an adult family member with a mental health disorder and the willingness to share their experience with other participants.
- Previously participated in a NAMI Family-to-Family course
- Gone through the process to become a Family-to-Family Teacher: including filling out the volunteer application and completing an interview with the Program Coordinator.
- Complete a 3 day NAMI training course in Albany
- Current member of NAMIQN required
- Responsible, reliable, strong organizational skills and people skills, good communication skills.
- Desire to teach and a commitment to adhering to the NAMI Family-to-Family course curriculum.
- Experience in teaching or public speaking is helpful but not required; however, volunteers must be comfortable speaking in front of groups.

Volunteer Commitment: Volunteers must make a commitment to teach the course at least twice in the 2 years following completion of training. The course meets for 2.5 hours for 12 consecutive weeks.

Volunteer Responsibilities:
- Work collaboratively with co-teacher to teach the class, including planning, setup/cleanup, and bringing materials and keeps in touch with the participants over email/phone for the duration of the course as per F2F Teacher Job description.
- Work with the Program Coordinator to assist with the planning, coordination of classes, and completion all paperwork requirements (surveys, attendance, NYS submission forms) (see F2F Teacher Job description).
- Must attend in person at least two F2F teacher meetings that occur at least twice a year.
- Volunteer must have gone through their teacher requirements before the start of the course and go through a refresher course whenever offered.
- Understands the importance of confidentiality and vows to practice it in their own classes.
- Encourage class participants to join NAMIQN
- Teachers report to Coordinator(s)
- Coordinators report to Board liaison
- Help in marketing your class in your area, this includes handing out flyers where you feel comfortable. NAMIQN will help advertise your class with, creation of a flyer, email marketing, Website Posting, and Social Media.
NAMI Basics Teacher

Role Description: NAMI Basics is for parents and other family caregivers of children and adolescents 13 years or younger who have either been diagnosed with a mental health disorder/emotional disturbance or who are experiencing symptoms but have not yet been diagnosed. This course consists of six two-and-a-half hour classes. The course is taught by 2 trained family members who provide information about the impact of mental health disorder on the family, treatment, support, coping, and navigating child serving systems including schools.

Location: Classes are held in Nassau or Queens (look at events calendar on the website for more information)

Reports to: Program Coordinator

Role Requirements:

- A parent or caregiver of a child with mental health disorder and shares the willingness to share their story with others.
- Previously participated in a NAMI Basics course or Family to Family course.
- Gone through the process to become a Basics teacher: including filling out the volunteer application and completing an interview with the Program Coordinator.
- Complete a 2 day NAMI training course in Albany.
- NAMIQN current membership required.
- Responsible, reliable, strong organizational skills and people skills, good communication skills.
- Desire to teach and a commitment to adhering to the NAMI Basics course curriculum.
- Experience in teaching or public speaking is helpful but not required; however, volunteers must be comfortable speaking in front of groups.

Volunteer Commitment:

Volunteers are committed to teach the course at least twice in the 2 years following completion of training. The course meets for 2.5 hours for 6 consecutive weeks.

Volunteer Responsibilities:

- Work collaboratively with co-teacher to teach the class, including planning, setup/cleanup, and bringing materials.
- Maintain confidentiality of course participants.
- Must follow Basics Teacher Job Description.
- Work with the Program Coordinator to assist with planning and outreach, coordinate classes, and complete all paperwork requirements (surveys, attendance, NYS submission forms (see Basics Teacher Job description).
- Fulfill teacher refresher requirements.
- Encourage class participants to join NAMI and become advocates.
- Teachers report to coordinator(s)
- Coordinator(s) report to Board liaison
- Help in marketing your class in your area, this includes handing out flyers where you feel comfortable. NAMIQN will help advertise your class with, creation of a flyer, email marketing, Website Posting, and Social Media.
NAMI Peer-to-Peer Mentor

Role Description: Facilitators are responsible for teaching Peer-to-Peer (P2P), a free, 10-week recovery education course open to individuals with mental health disorders who are interested in support, wellness, and recovery. The course uses a combination of lecture, discussion and structured activities to provide information and offer opportunities to reflect on the impact of mental health disorders. P2P offers comprehensive information on the biological basis of mental health disorders and information on basic self-care.

Location: Classes are held in Nassau and Queens (Please look at events calendar on the website for more information)

Reports to: Program Coordinator

- Role Requirements:
  - Personal experience having a mental health disorder and living in recovery.
  - Willingness to share one’s own lived experience with course participants.
  - Strong commitment to supporting individuals dealing with mental health disorders.
  - Participated in a NAMI Peer-to-Peer course required.
  - Gone through the process to become a Peer-to-Peer teacher: including filling out the volunteer application and completing an interview with the Program Coordinator.
  - Complete a 2 day NAMI training course in Albany after completing online training portion.
  - NAMIQN current membership required.
  - Responsible, reliable, strong organizational skills and people skills, good communication skills.
  - Desire to teach and a commitment to adhering to the NAMI Peer-to-Peer course curriculum.
  - Experience in teaching or public speaking is helpful but not required; however, volunteers must be comfortable speaking in front of groups.
  - Peer participants must sign a waiver

Volunteer Commitment: Volunteers must make a commitment to teach the course at least twice in the 2 years following completion of training. The course meets for 2 hours for 8ll10 consecutive weeks.

Volunteer Responsibilities:

- Work collaboratively with co-mentor to teach the class, including planning, setup/cleanup, and bringing materials.
- Maintain confidentiality of course participants.
- Must follow P2P mentor job description
- Work with the Program Coordinator to assist with planning and outreach, coordinate classes, and complete all paperwork requirements (data collection and class attendance).
- Fulfill mentor refresher requirements.
- Encourage class participants to join NAMI and become advocates.
- Mentors report to Coordinator(s)
- Coordinator(s) report to Board liaison
- Help in marketing your class in your area, this includes handing out flyers where you feel comfortable. NAMIQN will help advertise your class with, creation of a flyer, email marketing, Website Posting, and Social Media.
Support Group Facilitators

All support groups follow a peer-based, mutual support group model that provides an opportunity for individuals living with mental health disorder to share and learn from their common experience. Groups are a safe space to confront the challenges that all people with mental health disorder face, regardless of diagnosis. All Family and Peer support groups are led by two trained facilitators with lived experience and follow a structured format to ensure everyone in the group has an opportunity to be heard and to get what they need. Facilitators offer support, information, and practical knowledge to people living with mental health disorder. Facilitators are not counselors or teachers; rather, they are present primarily to give the group structure by opening and closing each support group session, guiding discussion, and shifting discussion when necessary.

NAMI Family Support Group Facilitators

Role Description: The Family Support Groups are 90-120 minute bi-monthly support groups for family members and friends of people with mental health disorder. The groups meet at different locations and times under the guidance of two trained volunteer facilitators.

Support Group Role Requirements and Responsibilities

Location: Nassau or Queens
Reports to: Program Coordinator

Role Requirements:

- Personal experience having a mental health disorder (corresponding with the support group) and living well in recovery.
- Willingness to share one’s own lived experience with mental health disorder.
- Strong commitment to supporting individuals dealing with mental health disorder.
- Gone through the process to become a support group facilitator: including filling out the volunteer application, completing an interview with the Program Coordinator.
- Complete 3-day NAMI training course and a subsequent 4 hour training held by the Program Coordinator.
- Past participation in a NAMI support group and family to Family classes are required.
- NAMIQN current membership is required.
- Responsible, good organizational skills, strong people skills.
- Desire to facilitate and adhere to the NAMI support group model.

Volunteer Commitment: Volunteers are asked to make a 6 month commitment upon completion of training.

Volunteer Responsibilities:

- Work cooperatively with co-facilitator to conduct the group.
- Respect the privacy of support group attendees by creating an environment of confidentiality in the program setting and by holding in confidence sensitive, private and personal information. However, you must also be prepared to break confidentiality when you believe there is a danger of harm to a participant or others.
- Offer respect, understanding, encouragement, and hope to peers in the group coping with a Mental health disorder.
- Send attendance and weekly reporting forms to Program Director.
- Fulfill refresher requirements.
- Encourage attendees to join NAMI and become advocates.
- Actively maintain your own wellness and respect your emotional and physical limitations.
- Reports to Coordinator(s)
- Coordinator(s) report to Board Liaison
- Help in marketing your class in your area, this includes handing out flyers where you feel comfortable. NAMIQN will help advertise your class with, creation of a flyer, email marketing, Website Posting, and Social Media.
Community Education/Outreach/Program Volunteers

In Our Own Voice Presenter

Role Description: In Our Own Voice (IOOV) was created to involve individuals living with mental health disorder in NAMI’s national effort to educate the public about mental health disorder. The goal is to change the attitudes, preconceived notions and stereotypes of what individuals living with mental health disorder look and act like. Presentations are given to consumers, health care providers, law enforcement officials, faith communities, students, and any other community organization that is interested in learning more about mental health disorder and recovery. The presentation format includes viewing a NAMI video about mental health disorder, personal testimony from 2 IOOV volunteers, and time for questions from the audience.

Location: Presentations are held throughout Nassau Queens County
Reports to: Program Coordinator

Role Requirements:

- Adult with mental health disorder who is living well in recovery.
- Apply to IOOV program by completing a supplemental application and interview with Program Coordinator.
- Experience in public speaking is helpful but not required; however, volunteers must be comfortable speaking in front of groups.
- Complete 2-day NAMI training course in Albany as well as online training.
- NAMIQN current membership required.

Volunteer Commitment: Volunteers are encouraged to commit to presenting 3 times per year; however, the number of presentations a volunteer completes will be dependent on their availability and the demands of the program. Presentations are typically 90 minutes.

Minimum Age: 18 years old.

Volunteer Responsibilities:

- Work cooperatively with a co-presenter to conduct the presentation which includes speaking about the following topics: dark days; acceptance; treatment; coping skills; and successes, hopes, and dreams.
- Volunteers are required to complete a Reporting Form and collect Evaluations from audience members. These items must be returned to the Program Coordinator within 1-week of the presentation.
- Volunteers are contacted on an as-needed basis to present. Volunteers are responsible for ensuring the Program Coordinator has accurate information regarding their availability.
- IOOV Presenters report to the Coordinator(s)
- Coordinator(s) report to the Board liaison
Ending the Silence Program Volunteer

Role Description: Ending the Silence (ETS) is a NAMI classroom program, presented by two volunteers, including a young adult with lived experience of a mental health condition. Through ETS, high school students learn indicators of mental health conditions, how to help themselves, friends, and family members who might need support. NAMI Ending the Silence helps raise awareness and change perceptions around mental health conditions. Through this free classroom presentation, students get to see the reality of living with a mental health condition. During the 50-minute presentation, a young adult living with a mental health condition and a family member tell their stories about mental health challenges.

Location: Presentations are held throughout Nassau and Queens
Reports to: Program Coordinator

Role Requirements:
- Adults with mental health disorder who are living well in recovery.
- Apply to ETS program by completing a supplemental application and interview with Program Coordinator.
- Experience in public speaking is helpful but not required; however, volunteers must be comfortable speaking in front of groups.
- Complete online NAMI training course and then present and practice in front of coordinator.
- NAMIQN membership required.

Volunteer Commitment: Volunteers are encouraged to commit to presenting 3 times per year; however, the number of presentations a volunteer completes will be dependent on their availability and the demands of the program.
Presentations are typically 40-50 minutes (an in school period)

Minimum Age: 18 years old

Volunteer Responsibilities:
- Work cooperatively with a co-presenter to conduct a presentation which includes speaking about the following topics: dark days; acceptance; treatment; coping skills; and successes, hopes, and dreams.
- Volunteers are responsible for gathering materials needed for the event from the NAMIQN County office. Excess materials should be returned after the event.
- Volunteers are required to complete a Reporting Form and collect Evaluations from audience members. These items must be returned to the Program Coordinator within 1-week of the presentation.
- Volunteers are contacted on an as-needed basis to present. Volunteers are responsible for ensuring the Program Coordinator has accurate information regarding their availability.
- ETS Volunteers report to the Coordinator(s)
- Program Coordinator(s) report to Board liaison

Please note that we are working towards making this program fee based. When this happens we will discuss payment for current ETS volunteer – payments will not be made retroactive.
UNITES Socialization Group Volunteers

Counselor / Chaperone at group social events

Role Description: We have formed an active social group. We have activities on Sundays and Mondays at various sites throughout Nassau and Queens Counties. We meet almost every week. Members of Unites are peers of all ages who are members of NAMI and are able to reach the events by themselves, by public transportation, or with rides from friends.

Location: Events are held throughout Nassau and Queens Counties

Reports to: Unites Coordinator and/or Board liaison

Role Requirement:
- Able to be out in the community.
- Ability to handle unusual situations calmly and effectively.
- General, working knowledge of mental health disorders and NAMI’s mission.
- Willingness to attend pre-service training sessions and updates.
- NAMIQN Membership preferred.
- Attendance record keeping.
- Retrieve the Emergency Contact Cards of peers signed up for the volunteer’s event and return them in a timely fashion.
- Assist with the planning of events and give feedback about the event.
- Attend planning meetings.

Volunteer Commitment
The same events are not held each week. The volunteer would be chaperoning a group two or three times a month.

Volunteer Responsibilities
- Read each Emergency Contact Card before each event.
- Maintain privacy about the contents of the Card.
- Attendance record keeping.
- Retrieve the Emergency Contact Cards for the peers who have signed up for the volunteer’s event and return them and the attendance sheets in a timely fashion.
- Assist with the planning of events.
- Have a cell phone in the event of an emergency.
- Notify the Coordinator and the Board Liaison about a need to be absent with enough time to enable personnel to get a substitute.
Committee Volunteers

Advocacy Committee

Role Description: The primary goal of the Advocate is to play a role in supporting local advocacy efforts. Advocates may also be asked to testify before a hearing.

Location: Committee meetings take place the Monday of every month from 5:30-7pm at the NAMI NQ County office. ?

Reports to: Advocacy Committee Chair

Role Requirements:

- Passionate about working to see improvements in mental health services.
- Personal experience either having a mental health disorder or having a family member with a mental health disorder is helpful but not required. Advocates should be comfortable sharing their story and connecting it to a call to action.
- Complete NAMI Smarts for Advocacy Training; 1 day in-person training or via webinar.
- Attend monthly Advocacy Committee meetings.

Volunteer Commitment: Volunteers are encouraged to commit for the length of 1 legislative session (December through March).

Minimum Age: 18 years old

Volunteer Responsibilities:

- NAMIQN current membership preferred.
- Attend events during the legislative session to meet with legislators and show support.
- Stay up-to-date on the latest advocacy news via NAMI NYS and NAMIQN e-newsletter.
- Attend monthly Advocacy Committee meetings.

Criminal Justice Committee

Role Description: Help to organize, advocate for and participate on a committee which seeks to address the rights and treatment of individuals who have entered the criminal justice system while dealing with mental health disorders.

Location: NAMI Office and other locations from time to time.

Reports to: Committee Chair

Role Requirements: A passion for helping others who have been incarcerated while coping with mental health disorders. Legal or criminal justice experience, organizing and advocacy skills.

Volunteer Commitment: 2-4 hours per week

Minimum Age: 18

Volunteer Responsibilities: Help to make calls, arrange meetings, organize and prepare materials. 
**FaithNet Committee**

**Role Description:** Help to organize and participate an interfaith resource network of NAMI members, friends, clergy and congregations of all faith traditions who wish to encourage faith communities who are welcoming and supportive of persons and families living with mental illness.

**Location:** NAMI Office and other locations from time to time.

**Reports to:** Committee Chair

**Role Requirements:** A passion for helping others coping with mental health disorders through the power of spirituality and Faith.

**Volunteer Commitment:** 2-4 hours per week

**Minimum Age:** 18

**Volunteer Responsibilities:** Help to make calls, arrange meetings, organize and prepare materials.

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**Marketing Committee**

**Role Description:** Help to promote NAMIQN programs and events. Skill level and knowledge of the various platforms and software will determine the best fit but all help is welcome.

**Location:** Work from our office or home and meet with committee chair via video conference for the most part.

**Reports to:** Committee Chair and Office Manager

**Role Requirements:** Knowledge of Microsoft Word, Creative Suite, WordPress, and Social Media Platforms.

**Volunteer Commitment:** 2-4 hours per week

**Minimum Age:** 18

**Volunteer Responsibilities:** Help to create flyers, Social Media Posts, write stories for both the website and social media
Volunteer Procedures, Policies, and Guidelines

Equal Opportunity
NAMIQN strongly maintains an equal opportunity policy. We recruit, accept, train, promote, and dismiss volunteers on the basis of competence and job performance, without regard to race, creed, color, religion, sex, sexual orientation, age, marital status, or disability.

Standards of Ethical Conduct
Volunteers should conduct their work in a manner that is consistent with the NAMIQN mission. Compliance with this policy of ethics is the responsibility of every NAMI volunteer and employee. Disregarding or failing to comply with the standards could lead to disciplinary action, possibly including termination.

Sexual Harassment Policy
At NAMI Queens/Nassau, our sexual harassment policy aims to protect men and women from unwanted sexual advances and gives them guidelines to report incidents. We will not tolerate sexual harassment in our workplace in any shape or form. Our culture is based on mutual respect and collaboration. Sexual harassment is a serious violation of those principles. Our policy applies to every person in our organization, (including volunteers) regardless of gender, sexual orientation, level, function, seniority, status or other protected characteristics. We are all obliged to comply with this policy. Our complete policy statement is available for viewing upon request.

Confidentiality Policy
Any information in regards to the participants of NAMIQN programs including peers, volunteers, and personnel shall remain privileged and confidential. This information may include, but is not limited to, any medical, social, referral, personal, and/or financial information. Disclosure of any confidential information shall not be released to anyone not associated with NAMIQN. Volunteers must seek staff permission prior to taking any pictures or videos.

Office Closures and Program Cancellations
If the office must close, program cancellations will be made on a case-by-case basis at the discretion of staff or volunteers. However, keep in mind that NAMIQN reserves the right to cancel programming based on the availability of volunteers, due to number of registrants, site availability, and other extenuating circumstances. When in doubt about whether or not to attend your volunteer commitment, please call AND text in a timely fashion, (committee chair person) before deciding to or not to attend.

Volunteer Commitment
Volunteers are kindly asked to be willing to commit to the volunteer service expectation outlined for their given role. This ensures we have the support necessary to run programs and provide consistency for the peers. Excessive absences or tardiness may be grounds for reassignment or dismissal at the discretion of the chairs or coordinators or staff. Our relationship with volunteers is of utmost importance; therefore, volunteers will be given an opportunity to discuss their attendance if corrective action is needed.
Volunteer Scheduling and Cancellations
We seek to find the best fit for our volunteer positions but if a program has capacity limitations, volunteers on the waitlist are still encouraged to continue their service by attending workshops, helping with special events, and picking up shifts as a substitute. We appreciate your patience and willingness to grow with us! When you commit to your volunteer role, we count on your participation to implement the program. If you must cancel due to an emergency, please call the NAMIQN office (516-326-0797 or 718-347-7284) as soon as possible so a substitute may be found. Please keep in mind finding substitutes to fill-in, especially on short notice, may be impossible and ultimately impair the delivery of our services. Please try to reserve canceling for emergencies only!

Self-Care
We want your volunteer service to be a satisfying and rewarding experience, but we are aware that there may be times that you find volunteering to be stressful. Volunteer experiences can be deeply personal and cause intense feelings. Volunteers are encouraged to find a trusted confidant to share their experiences and engage in enjoyable activities to help “recharge.” When in doubt, contact the Program or Outreach Coordinator for assistance. Volunteers can seek additional training to feel prepared for their role, or pursue a new Volunteer Role if desired.

Feedback and Evaluation
The work of volunteers will be evaluated by program participants and the NAMIQN staff for all opportunities.

Insurance for our Volunteers
NAMI Queens/Nassau maintains an insurance policy that covers our authorized volunteers who comply with our established norms and procedures. This policy is updated on an annual basis and had been developed with the understanding of the role that volunteers play in serving those affected by mental illness through our collective efforts toward support, education and advocacy. If there are any material changes to our policy that impact volunteers, we will provide appropriate notification.

Training
All Volunteers who commit to Teach, Mentor, Facilitate or act as a Chaperone for a NAMI Queens Nassau program or group activity are required to complete various types and levels of training as specified in each of the role descriptions on the aforementioned pages. In addition, for these positions, NAMI Queens /Nassau also requires that all new volunteers complete a Mental Health First Aid course, within the first 90 days of joining their selected program.

Situational Awareness
The safety and enjoyment of our Volunteers is our top priority. Accordingly, it is important for those volunteers who take on responsibilities including but not limited to; Teaching, Mentoring, Facilitating or acting as a Chaperone for a NAMI Queens Nassau program or group activity that they adhere to those best practices taught during their Mental Health First Aid course.
NAMIQN Operations & Policies

General Rules

1. Alcohol/Drugs/Smoking - When participating in NAMIQN programs and activities, volunteers are prohibited from purchasing, transferring, using, or possessing illicit drugs, alcohol, or prescription drugs in any way illegal. This policy ensures a drug- and alcohol-free location that is safe, healthy, and productive. Smoking is prohibited throughout the workplace and within 50 feet of any exterior entrance. This policy applies to volunteers, employees, and visitors.

2. Harassment - Working on NAMIQN programs, projects, and operations should be an enjoyable experience. Any volunteer who feels he or she is the subject of harassment should immediately speak to his/her staff contact or supervisor to resolve the issue. The incident (and any resolution) must be reported to your committee chair (or whomever you report to, this person is obligated to share with the Executive Director).

3. No outside observers are permitted in support groups or education courses.

Emergency Procedures

In the event of an emergency, medical issue, accident, or injury, a NAMIQN staff will contact the appropriate services for emergency response. If a volunteer is not under the direct supervision of a Staff or Board member during an emergency, they will be responsible for contacting emergency services (if needed). An Incident Report Form should be filed with a staff member after emergency response is complete.
Summary of Volunteer Expectations

NAMIQN appreciates and respects all efforts made by our volunteers. This organization thrives on the passion from its Board Members, Office Staff and Volunteers to help end the stigma of Mental Health Conditions. While all program requirements vary the below are the overall expectations of all volunteers at NAMI Queens/Nassau.

Overall NAMIQN Volunteer Expectations:

- Uphold Confidentiality, Harassment, Substance Abuse and Training Policies (see volunteer manual)
- Be willing to serve a minimum of 2-15 Volunteer hours/month (varies depending on position)
- Complete applicable training courses.
- Work in a collegial manner with co-facilitators, trainers, designated members of the board and office staff.
- Provide reasonable notice (at least 24 hours) when you cannot keep a commitment.
- Treat all members of the NAMIQN community with respect and understanding.
- Communicate and act empathetically to all members of our community.
- Assist in the preparation of events (depending on position)
- Attend applicable meetings.
- Most Important; Have fun and remember why you’re volunteering!