

Volunteer Opportunities - Role Description

All volunteers will deliver their services as per the task linked Role Description and their mutually agreed activity plan as developed and monitored by the organisations identified volunteer support line manager.

Generic Role Description

- To contribute in a way that supports and enhances the work of StopGap Supported Housing employees, its partners and other volunteers.
- To provide voluntary services to people which promote recovery-based outcomes.
- To encourage and motivate people to make positive and constructive use of leisure and recreational activities.
- To assist people in working toward meeting objectives and goals - personal, social and educational.
- To provide information and support on the telephone, face to face and in groups.
- To assist with provision of group and individual activity programmes.
- To assist with promotional events.
- To provide information and support people to access community services.
- To keep accurate records and provide written records and reports as required by the organisation.
- To communicate and interact with people to establish non-judgemental supportive relationships.
- To liaise with other volunteers, professionals and agencies as required in line with activity plans.
- To embrace the ethos, aims and objectives of StopGap Supported Housing and to ensure that all voluntary activities undertaken are consistent with these goals and values.
- To ensure that all voluntary activities are performed within StopGap Supported Housing policies and procedures.
- To ensure voluntary activity is undertaken in line with StopGap Supported Housing Confidentiality Policy and Data Protection Policy and Procedures.
- To ensure voluntary activity is undertaken in line with Health and Safety requirements and Risk Management protocols.
- To participate in 1:1 support meetings with the identified volunteer support worker as required by the organisation.
- To help Tenant Support Workers and other identified practitioners delivering specific tasks outlined in individual Support Plans.
- To notify the manager of any untoward occurrences that may affect the service, both at a professional and administrative level.

Generic Personal Specification

- Understanding, supportive and empowering approach to people who are homeless or at risk of homelessness.
- Understanding of the harms caused by homelessness and possible related support needs including misuse of alcohol and drug use and mental health needs.
- Understanding and commitment to working in a way that recognises and values diversity.
- Knowledge and understanding of a client-centred approach in providing services.
- Good written and oral communication skills.

- Ability to contribute as part of a team.
- Ability to assist with groups, training and promotional events.
- An acceptable DBS check which allows contact with our client group and other vulnerable groups.
- Ability to maintain confidentiality.
- Ability to understand and maintain boundaries.
- Enhanced level of self-awareness.