

## **Volunteer Role Description**

All volunteers will deliver their services as per their mutually agreed activity plans developed and monitored by their line managers.

### **Generic Role Description:**

- To contribute in a way that supports and enhances the work of Aquarius employees, it's 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 the group programme.
- 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 Aquarius and to ensure that all voluntary activities undertaken are consistent with these goals and values.
- To ensure that all voluntary activities are performed within Aquarius policies and procedures.
- To ensure voluntary activity is undertaken in line with Aquarius' 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 supervision as required by the organisation.
- To help practitioners and support workers delivering specific tasks outlined in clients' care plans.
- To notify the manager of any untoward occurrences that may affect the service, both at a professional and administrative level.

### **Specific to the Administrative Volunteer Role:**

- a. Support with reception duties
  - Be the first point of contact for telephone calls/visitors
  - Direct calls/visitors to the appropriate staff member
  - Keep records of calls/visitors
  - Keeping reception area clean and tidy and stocked with information
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- b. Assist with general administrative duties
  - Filing of client records
  - Photocopying
  - Data inputting
  - Stationary stock taking
  - Ensuring client documents are prepared for use
  - Produce displays/information for service users

### **Specific to the Community Champion Volunteer Role:**

Community Champions will help to identify and understand the issues faced by the diverse BME communities in relation to alcohol, gambling and/or substance misuse, ensuring communities engage and participate in the development and delivery of services.

- Support your communities and groups and ensure their views are heard in the development and delivery of services.
- Provide alcohol information to your community and promote Aquarius and alcohol treatment services.
- Attend Steering Group Meetings and liaise with other Community Champions and Steering Group Members.
- Help organise and participate in service promotion and information events and help with promotional material.
- To undertake training as required by the organisation.
- To work within Aquarius' policies and procedures.

### **Specific to the Events/Activities Volunteer Role:**

- a. Support the delivery of activity groups
  - Assist practitioners and support workers with preparing the room/venue for the group
  - Assist with preparing resources e.g. footballs/art materials for service users
  - Welcome service users to the group
  - Provide additional support to individual service users where identified by the practitioner/service user lead
  - Assist with tidying the room/venue after the group
  - Support the practitioner with the group 'ending', helping with the presentation of certificates to service users

- Support the participation worker with identifying 'move on' opportunities for service users
- b. Assist with the promotion of activity groups
- Produce leaflets, booklets, photographs detailing activities
  - Assist Participation worker with the dissemination of promotional material
- c. Support and enable service users in attending and engaging with activity groups
- Make telephone calls/texts to service users prior to the activity to encourage attendance
  - Meet service users near to the venue to accompany them on their first visit
  - Assist with the activity – e.g. assist with football coaching/gardening
  - Provide individual support to service users where instructed by the practitioner/participation worker

**Specific to the Service Volunteer Role:**

- a. Support with engagement
- Make telephone calls/texts to service users prior to appointment to encourage attendance
  - At initial appointment, welcome service users to the service, provide them with refreshments and explain about the service
  - Assist practitioners and support workers with gathering basic information from the service user
  - Provide service users with details about service interventions and activities
- a. Support with groups
- Make telephone calls/texts to service users prior to appointment to encourage attendance
  - Assist practitioners and support workers with preparing the room/venue for the group
  - Assist with preparing resources e.g. workbooks and packs for service users
  - Welcome service users to the group
  - Co-facilitate/facilitate groups
  - Provide additional support to individual service users where identified by the practitioner
  - Assist with tidying the room/venue after the group
  - Support the practitioner with the group 'ending', helping with the presentation of certificates to service users

b. Support with one to one sessions

- Make telephone calls/texts to service users prior to appointment to encourage attendance
- Attend one to one sessions with practitioners and support workers
- Assist service users with specific elements of the session e.g. literacy,
- Assist the practitioner/support worker with telephone interventions
- Provide practitioners/support workers with support in delivering home visits and one to one sessions in community venues

**Person Specification:**

- Understanding and caring approach to people who misuse alcohol and drugs.
- Understanding of the harms caused by alcohol and drug use to individuals, young people, children, families and society.
- Understanding and commitment to working in a way that recognises and values diversity.
- Knowledge and understanding of 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.
- No criminal record that prevents contact with our client group or which would impact on ability to perform in the role or harm our reputation.
- Ability to maintain confidentiality.
- Ability to understand and maintain boundaries.
- Enhanced level of self-awareness.
- You should not be an active client of an addiction service

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