

ROLE PROFILE

POSITION	Client Support and Volunteer Worker		
TEAM	Homeless Service	LOCATION	
VERSION	2	LAST UPDATED	March 2018

PURPOSE OF ROLE	To support volunteers and clients to build confidence and empower them to develop their future prospects, through educational courses, volunteering and training. Thus enabling them to feel included in society and return to being an active member of the community and work.
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KEY ACCOUNTABILITIES

1. To provide support to volunteers in the homeless service, in conjunction with the volunteer manager.
2. Support and assist in a client's development through education, training and guidance, (including Life Skills and Cognitive Behavioural Therapy based workshops/ groups).
3. To promote self-confidence and keep clients and volunteers motivated.
4. To build good working relationships with outside organisations/ agencies.
5. To liaise and support a regular programme of activities and develop staff, clients and volunteers to facilitate them, in conjunction with the client support and partner worker.
6. To work in conjunction with the Client support and partner worker on developing the Coastline Partner Programme.
7. Ensure that vulnerable adults are effectively protected from abuse or neglect, safeguard the dignity, quality of life and safety of customers/clients.
8. To act in accordance with Coastlines policies and procedures and respond swiftly and effectively, regardless of whether the alleged perpetrators are members of staff, other customer, family members or other carers.

GENERAL OBLIGATIONS (THIS IS STANDARD FOR ALL ROLES)

1. Represent the Company positively with all external agencies.
2. Service and support the Company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the Company's Health and Safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the Company's policy and standards.

REPORTING

- Reports to the Supported Accommodation Manager and/or Initial Contact Team Manager

CONTACTS

Internal

- Supported Accommodation Manager
- Initial Contact Team Manager
- Extra Care and Homeless Theme Lead
- Volunteer Manager
- The Coastline Operational Teams
- CHL staff teams.

External

- Customers
- Partnership Agencies/ Organisations
- Funding Bodies
- Referral Agencies (voluntary and statutory)
- Volunteer Recruiting Agencies

PERSON SPECIFICATION

POSITION	Client Support and Volunteer Worker		
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QUALITY	ESSENTIAL	DESIRABLE
Personal skills	<ul style="list-style-type: none"> • Demonstrate behaviours in accordance with Coastline's values: <ul style="list-style-type: none"> ✓ Put our customers first ✓ Be open, honest and accountable ✓ Value each other ✓ Strive to be the best • Ability to organise and prioritise a varied work-load, keep accurate records and regular statistical returns • To deal with clients and partners/ volunteers in a sensitive and non-patronising way demonstrating a commitment to valuing diversity and equal opportunities • Develop and maintain effective working relationships, both within the team and with external bodies • Maintain confidentiality of information in accordance with guidelines 	<ul style="list-style-type: none"> • Able to contribute to the development of the partner and volunteer project.
Education & Qualifications:	<ul style="list-style-type: none"> • Good standard of education • Good standard of literacy and numeracy 	<ul style="list-style-type: none"> • Relevant degree or job specific qualifications

Experience, Knowledge and Understanding	<ul style="list-style-type: none"> • Experience of working and supporting volunteers. • Experience of delivering structured support to homeless and vulnerable people • Experience delivering training and employment related programmes including life skills. • Experience of one-to-one and group working and of working positively with people from a variety of backgrounds • Experience of working to a quality assurance framework • Experience team working and multi-agency working • Understanding of confidentiality issues • Experience of working with the safeguarding. 	<ul style="list-style-type: none"> • Experience of working with the socially excluded and with those with complex needs • Understanding of the Investors in Volunteering Principles.
Job Related skills	<ul style="list-style-type: none"> • Experience of working with partner agencies. • Strengths based approach of working with vulnerable clients. • Support planning experience with complex needs • Fully proficient in IT skills e.g. Office, Excel and use of proprietary systems • Able to facilitate groups and workshops 	<ul style="list-style-type: none"> • Understanding PIE and TIC approaches. • Monitoring and reporting skills.
Other	<ul style="list-style-type: none"> • Car owner and driver • Able and willing to work flexibly 	