

VOLUNTEER PROFILE

POSITION	Tarn West Volunteer		
TEAM	Coastline Homeless Service	LOCATION	Tarn West
VERSION	2.0	LAST UPDATED	February 2023

PURPOSE OF ROLE	To engage with families residing at Tarn West providing companionship, promoting co-production and assisting with the organisation and running of activities in collaboration with families.
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DESIRABLE SKILLS

- Experience as a parent or carer
- Friendly/ approachable manner
- Excellent communication skills
- Good use of initiative
- Confident working 1-2-1 or in group setting.
- Reliable

KEY TASKS

- Establish and build a rapport with families residing at Tarn West.
- Provide friendly conversation and companionship over a cup of tea, offering advice and sharing experiences.
- Encourage self-confidence and wellbeing, keeping families motivated in liaising with Coastline colleagues and support services.
- Assist colleagues, families and other volunteers with the organisation and running of activities/ courses/ projects for Tarn West families.
- Encourage families' involvement in the service, promoting co-production and consulting them on service delivery.

KEY TASKS

- Help colleagues in gaining families' feedback regarding the service.
- Report any safeguarding concerns immediately.

GENERAL TASKS (THIS IS STANDARD FOR ALL VOLUNTEER ROLES)

1. Represent the Company positively with all external agencies.
2. Demonstrate behaviours in accordance with Coastline's values: Put our customers first, Be open, honest and accountable, Value each other, Strive to be the best.
3. Establish, develop and maintain effective working relationships with all colleagues, volunteers, customers and actively promote the buddy system.
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.
6. Ensure adherence to the confidentiality policy in all aspects of volunteer tasks/duties.
7. Attend and participate in meetings as required, including supervision and training.
8. Undertake specific tasks and projects as requested.
9. Manage personal 'workload'.
10. Carry out relevant tasks appropriate to this role.
11. Comply with the relevant Company and Group policies and procedures which relate to volunteers.
12. Undertake mandatory volunteer training and any additional training which is deemed necessary for your volunteer role.

REPORTING

Reports to:

- Volunteer & Partner Worker
- Volunteer Manager
- Tarn West Key Worker & Housing Management Worker

CONTACTS

Internal

- Supported & Extra Care Manager
- Homeless Service Manager
- Assistant Manager
- Team Leads & Teams
- Volunteer Manager
- Volunteers/ Partner Programme Volunteers.