

## VOLUNTEER PROFILE

<b>POSITION</b>	Activities Volunteer		
<b>TEAM</b>	Extra Care Team	<b>LOCATION</b>	Miners Court
<b>VERSION</b>	1.0	<b>LAST UPDATED</b>	April 2024

<b>PURPOSE OF ROLE</b>	To assist Extra Care & Support colleagues with the creation and delivery of activities to Miners Court customers.
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### DESIRABLE SKILLS

1. Organisational skills
2. Good use of initiative
3. Communication skills

### KEY TASKS

1. Assist Extra Care and Support colleagues with the planning and delivery of new activities to customers of Miners Court.
2. Help to promote these activities amongst Miners Court customers.
3. Actively seek feedback from customers regarding what activities they would like to see delivered at Miners Court.
4. Establish and build a rapport with customers; valuing their knowledge, experiences and opinions.
5. Exercise patience and allow sufficient time for customers with speech and language difficulties to verbally express themselves.
6. Exercise patience and allow sufficient time for customers with restricted mobility.
7. Maintain clear and professional boundaries with customers.
8. Report any safeguarding concerns immediately.

## REPORTING

Reports to:

- Extra Care Registered Manager
- Extra Care Deputy Manager & Assistant Managers
- Volunteer Manager

## 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.

## CONTACTS

### Internal

- Supported Accommodation and Extra Care Manager
- Extra Care Registered Manager
- Extra Care Team Deputy Manager & Assistant Managers
- Extra Care & Support Colleagues
- Volunteer Manager
- Volunteers

### External

External agencies (statutory and voluntary)

