

## Role Profile – The What, The Where, The How

<b>POSITION</b>	Volunteer and Partner Worker		
<b>TEAM</b>	Homeless Service	<b>LOCATION</b>	Various – as and where service requires
<b>VERSION</b>	3	<b>LAST UPDATED</b>	July 2024

### THE PURPOSE OF THIS ROLE IS TO

To support external volunteers and clients through volunteer opportunities to build confidence, empowering them to achieve their future aspirations. Creating opportunities for client development, educational courses and training, creating inclusion in society and returning to being an active member of their community and work.

To liaise with internal customers to ensure a flexible and responsive menu of opportunities for people accessing our Homeless Service with a focus on enabling individuals to feel included as a member of the community and preparation for work.

## Specific Accountabilities – The Brass Tacks

In the role, day to day, you'll be responsible for:

1. Providing support to volunteers (internal and external) in the Homeless Service, in conjunction with the Volunteer Manager. To undertake processes in line with the Quality Assurance Policy of the inclusion elements of the service, including but not limited to the Investors in Volunteering Accreditation, Psychologically Informed Environments Framework.
2. Support and assist in a client's development in conjunction with the Education Worker and Community Investment Team through education, training and guidance.
3. To promote self-confidence, self-esteem and self-worth amongst clients/volunteers, always promoting individuals strengths and working to keep clients motivated.
4. To build good working relationships with outside organisations/agencies who will support Coastline's menu of opportunities to promote our model of independence and sustainability.
5. To liaise and support a regular programme of activities and develop staff, clients and volunteers to facilitate them, in conjunction with the Activities and Engagement Worker.
6. To work in conjunction with the Activities and Engagement Worker on developing the Inclusion Plan.
7. To provide support as necessary for Volunteers and Partners.

8. To provide basic reporting on attendance, outcomes and case studies in order to demonstrate the achievements of the service.
9. To liaise with and support the collaboration focus group, driving scrutiny and development across the service.
10. Ensure that adults are effectively protected from abuse or neglect, safeguard the dignity, quality of life and safety of customers/clients
11. Ensure efficient and effective record keeping on various systems at all times
12. To ensure all customers are afforded the opportunity through risk mitigation in the development, delivery and participation of activities/volunteering opportunities
13. To act in accordance with Coastline's policies and procedures, and ensure volunteering guidelines are implemented and followed by the service
14. Continuous professional development to be undertaken as and when required to ensure skillset is kept up to date

## Person Specification – The Who

### PERSONAL SKILLS AND QUALITIES

At Coastline we are more concerned with how you work and what you bring to the role over formal qualifications or criteria. Specifically, what we're looking for is someone who:

- Demonstrates behaviours in accordance with Coastline's values:
  - Put our customers first
  - Be open, honest and accountable
  - Value each other
  - Strive to be the best
- Essential skills include:
  - Good IT skills across a variety of packages
  - Health and Safety Risk assessment knowledge
  - Confident in communicating and building relationships with a variety of professionals and customers from all walks of life
- Has a full driving licence and a satisfactory **Enhanced** DBS check;
 

**Some experience in the following would be an advantage;**

  - Supporting individuals experiencing multiple complex needs that include (but not limited) to; substance misuses; mental health; trauma
  - Supervising activities and volunteers
  - Creating person centred roles around volunteers strengths and experience

### General Obligations - For All Of Us

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 Assistant Manager for Families and Client Development

### CONTACTS

#### Internal

- Homeless Service Leads
- Homeless Service Managers
- Key Workers
- Volunteer Manager
- Volunteers
- Community Investment Team

#### External

- Partnership Agencies/Organisations
- Funding Bodies
- Investing in Volunteers (indirectly through Volunteer Manager)
- Referral Agencies (voluntary and statutory)
- Volunteer Recruiting Agencies (such as VSCE)
- Educational organisations



INVESTORS  
IN PEOPLE

Silver