

## VOLUNTEER PROFILE

POSITION	Wellbeing Volunteer		
TEAM	Coastline Homeless Service	LOCATION	Chi Winder
VERSION	1.1	LAST UPDATED	August 2023

### PURPOSE OF ROLE

To engage with individuals accessing Coastline's Homeless Services, with the purpose of championing and delivering wellbeing activities.

Promoting healthy lifestyles and positive mental health.

### DESIRABLE SKILLS

1. Friendly/ Approachable manner
2. Excellent communication skills
3. Good use of initiative
4. Confident working 1-2-1 or in group setting.
5. An understanding of wellbeing and mental health

### KEY TASKS

1. Establish a rapport with individuals who are accessing the service.
2. Raising awareness and championing the 5 Ways of Wellbeing.
  - **Connect**
  - **Be Active**
  - **Take Notice**
  - **Keep Learning**
  - **Give**
3. Engage individuals on a 1-2-1 or group basis with the aim of helping them to access and take part in wellbeing activities - keeping them motivated and engaged.

4. Assist colleagues with the delivery of wellbeing activities that align with the 5 Ways of Wellbeing.
5. For example, a volunteer might want to focus on one particular area of wellbeing such as 'Be Active', assisting with the delivery of activities such as walks, sport, exercise, gardening etc.
6. Help colleagues in gaining feedback from people accessing Coastline's Homeless Services, encouraging individuals to get involved in shaping the service they receive.

#### 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
- Team Leader Supported & Outreach
- Volunteer Manager

## CONTACTS

### Internal

- Supported & Extra Care Manager
- Service Managers & Accommodation Manager
- Team Leaders & Teams
- Volunteer Manager
- Volunteers/ Partner Programme Volunteers.

### External

- Health for Homeless Team
- We Are With You
- Street Vet
- Other external partnership agencies (statutory and voluntary)