

VOLUNTEER PROFILE

POSITION	Miners Minder		
TEAM	Volunteer Team	LOCATION	Miners Court
VERSION	2.0	LAST UPDATED	July 2020

PURPOSE OF ROLE

To be a Miners Court ambassador and customer champion.

KEY TASKS

- 1) To buddy with new customers of Miners Court, showing them around and introducing them to other customers.
- 2) Befriend customers of Miners Court who may be experiencing loneliness.
- 3) Provide friendly conversation and companionship over a cup of tea or via accompanying them to an activity.
- 4) Help staff to organise activities and events at Miners Court.
- 5) Assist with the promotion of these activities and events.
- 6) Help staff in keeping communal areas clean and tidy.
- 7) Complete monthly walk rounds to identify and report any repairs Miners Court staff.
- 8) Assist with litter picks around the grounds.
- 9) Attend bi-monthly Miners Minders meetings.

DESIRABLE SKILLS

1. Friendly and Approachable
2. Good Communication Skills
3. Good Listener
4. Reliable

GENERAL TASKS

1. Establish and maintain positive working relationships with all staff, volunteers and customers.
2. Value the customer's knowledge, experiences and opinions.
3. Exercise patience and allow sufficient time for customers with speech and language difficulties to verbally express themselves.
4. Exercise patience and allow sufficient time for customers with restricted mobility.
5. Report any safeguarding concerns immediately.
6. Be mindful of your own personal Health and Safety when carrying out tasks/duties.
7. Promote equal opportunities for customers
8. Adhere to the confidentiality policy and code of conduct in all aspects of your tasks/duties.
9. Attend and participate in meetings as required.
10. Represent the Coastline positively with all external agencies.

REPORTING

- Reports to: Extra Care & Support Staff and Volunteer Manager

CONTACTS

- Miners Court Registered Manager – Briony Oliver
- Deputy Managers – Natasha Mitchell & Sarah Oliver
- Senior Extra Care & Support Staff – Louise Mankee, Gail Bastian, Tracey Venus and Nicola Congdon
- Volunteer Manager – Tamsyn Pegler
- Day Centre Staff
- Extra Care & Support Staff
- Volunteers