

Volunteer Role Profile

Volunteer Role

Volunteer Coach

Volunteer Manager

Senior Volunteer Coordinator

Where you will be based

Community

Why we want you

Become a Second Step Volunteer Coach and help break isolation and support community engagement.

Our Volunteer Coaches work one to one with someone in the community who is experiencing isolation, low mood, and a loss of confidence. In this role you will be matched with someone who needs some support to achieve their goals. This may be supporting them to access activities and events or reconnecting them with a hobby or interest. It could also take the form of a chat over a cup of tea or a walk in a local park. This support can be provided for up to 6 months with regular reviews and input from the Care Coordinator and support team.

The support provided by the Volunteer Coach is designed and written into a clients care plan and would be part of the wider work their Care Coordinator and Recovery Navigators are managing.

What you will be doing

- Volunteer Coaches offer support to break isolation and encourage people back into their communities
- This can be with a planned activity or meeting in the local community for a walk or cup of tea for some one on one time.
- The Volunteer Coach will provide emotional and practical support where needed.
- The service user will already be linked in with support staff so this support will be a softer approach to supporting the individual's wellbeing.
- Work in a supportive, positive, person centred approach with individual service users
- Provide a safe sounding board, someone who will listen and not judge
- Signpost and referring to partner agencies if required
- Help to improve wellbeing, self-confidence and independence
- Guide service users through problem solving and supporting to identify solutions
- Motivate and inspire service users by using your own life experiences (where appropriate) and by being a positive role model
- Write clear and concise records of meetings to be shared with staff.
- Communicate concerns or areas of work to the operational staff providing support.

The skills you need

- Good communication and interpersonal skills: the ability to communicate positively with service users and within the staff team, the ability to actively engage with and listen to others
- Computer literacy where appropriate to the established goal
- Ability to seek out and undertake minor research to increase understanding of the established goal area (e.g., the PIP application process) where applicable
- Enthusiasm and an interest in the particular group of people we work with, and the ability to share this, encourage and motivate others to engage with the activity
- You will need to be reliable, punctual and patient, and we expect that you will be committing an average of 2 hours per month (including travel, admin and support).
- Be non-judgmental and able to respect a person's right to choose how they live
- Confidence to share your interests and experiences with service users appropriately
- We welcome volunteers at every stage of their volunteering journey - the level of input will be agreed beforehand dependant on how comfortable the volunteer is

What's in it for you

- Comprehensive induction training and full induction into your role
- On-going support and regular catch up sessions with volunteer coordinator/supervisor
- Out of pocket expenses including travel expenses
- Opportunities for personal development and progression
- Meet new people and volunteer alongside Second Step staff
- Chance to build your CV and develop new skills, attend training and workshops

Disclaimer

When you give us personal information, we do all we can to ensure that it is treated securely. Once we have received your information, we will take reasonable steps and all other precautions required by law to protect that information from misuse and loss and from unauthorised access, modification or disclosure. We will not share your details with any third party for marketing purposes.

If required to do so by any applicable law, we may need to disclose some or all of your personal information to the level to which we are legally required to

comply.