

Role Description

Role

Charity Services Volunteer

Location

Home based, with travel.

Summary of this role:

The role of the Charity Services Volunteer is a very important one to the charity, meeting people in their own homes to assess what support they may need or benefit from. Volunteers are part of a national network of volunteers who work closely with paid staff who are based in the central office. This is a team effort, even though Charity Services Volunteer work on their own whilst they are assessing families and individuals. The role will suit someone who enjoys meeting new people, is a good listener, likes collecting information and can complete concise reports.

Responsibilities

- Take a brief from the central team on individuals or families in need of support.
- Visit individuals/families in their own home to assess the situation.
- Listen to those seeking support, in order to get the full picture.
- Collect information & evidence needed by the central team.
- Be knowledgeable on how the charity might help, in order to answer questions from those seeking support.
- Compile a comprehensive report following each visit.

Estimated time required for the role

- Each assessment takes approximately 5 hours, which includes the briefing from the central team, looking through paperwork, driving to the family seeking support and writing up the report to send to the central team.
- The number of visits can vary from month to month but would be no more than 4 or 5 – the average being 2.

Person Specification

- Friendly, empathetic approach and a good listener.
- Good communication skills.
- Someone who can work on their own.
- Good at collecting and writing down detail and required information.
- Good at writing concise, unbiased reports.
- Able to assess individual's circumstances in a non-judgemental way.

Qualifying Criteria

- Driving Licence and own car.
- Email address and access to a computer.

Our Commitment to you

- We will provide all the training you need to be able to carry out this role.
- We will provide you with regular follow ups and support.
- We will provide annual refresher training and useful information for the role.
- We will cover the out of pocket expenses which includes 50p per mile travel and the cost of calls.
- We will let you know the outcome of your work and what difference it is making to progress as a charity, helping people in the licensed drinks trade.

Further Information and Contacts

- Leaflet outlining the services offered by the charity.
- A copy of this role description, link to our online application form and other relevant documents can be found on under the “Who We Are/Our People/Our Volunteers/Volunteer with Us” section on the following website: www.licensedtradecharity.org.uk

Contacts

- Your contact for this role is Hilary Bone, Volunteer Manager, who can be contacted on 01344 898550 or email hilary.bone@ltcharity.org.uk

Application Process

If you would like to apply for the role of Charity Services Volunteer with us, we ask that you

- Complete the attached application form or online at www.surveymonkey.co.uk/r/volvis
- Attend an interview with the Volunteer Manager
- Complete a Disclosure & Barring Service check
- Bring into the office a copy of your passport

Induction:

So that you can get the full picture of our work, and how your role fits into this, we will provide an induction for you which includes:

- Attend a full days training including history of the organisation and background of the service
- Observe an applicant visit with a mentor
- Conduct an applicant visit with a mentor observing
- Final sign off from mentor
- Conduct visits on own