



CommuniCare Volunteer Advice Worker

Main Purpose:

- To welcome, care for and support clients at the CommuniCare Advice Centre.
- To identify the personal and pastoral support needs of clients.
- To listen to and seek to understand the individual issues.
- To offer the appropriate information and advice to the individual.
- To signpost individuals to other services where appropriate
- To ensure accurate records of clients are kept.

Responsible to:

CommuniCare Manager

Role Description:

To assist in the delivery of CommuniCare's service by:

- Welcoming and caring for clients and putting them at their ease.
- Being familiar with the range of information available at CommuniCare and being able to handle simple requests for information.
- Ensuring accurate records of clients are kept in accordance with CommuniCare policy and procedure
- Ensuring that your activities are conducted with honesty, confidentiality, generosity and integrity as befitting a Christian organisation. Showing love, kindness and compassion in the care of others
- demonstrating a belief in the equal value of all irrespective of a persons life situation, views or beliefs

Person Specification:

To fill the above role we are looking for someone who ideally:

- Has a heart for helping people in a non judgemental way.
- Is able to communicate with a wide range of people and gain their confidence.
- Has good interpersonal skills.
- Is able to empathise with others.
- Can work in a team
- Is able to show enthusiasm and initiative.
- Has basic organisational skills.
- Is able to offer a regular time commitment.
- Can sign our statement of faith enthusiastically and wishes to offer God's love in Christ, including prayer support, where appropriate.

In addition, other desirable skills could include:

- Basic IT skills.
- Some experience of outreach work.
- Some experience of caring for others.
- Experience of group work
- The ability to share their faith sensitively.

Induction and Training

Structured induction will be provided. Training will be provided to equip the volunteer support worker to effectively undertake the role.

The Induction programme will involve two sessions and include the following elements:

- Policies and Procedures
- Health and Safety and Security
- General Information on Room layout and procedures whilst in session.
- CommuniCare service delivery and limitations.
- Publicity
- Monitoring
- Information resources
- PC Use and procedures
- How to work together
- Dealing with difficult clients
- Follow – up
- Procedures at mobile sessions

Please note, whilst attending induction training volunteers may be asked to do homework or relevant background reading, etc. Ongoing training will be provided, as appropriate.