

## Role Description

### Volunteer – Support

This role is open to female applicants only. (Equality Act 2010, Schedule 9: Part1 ((1a).

#### **Purpose of the role:**

To offer structured support to clients. The role holders will be required on a volunteer basis.

**Supervision & Development from:** Adult Services Manager

**Location:** Central Barnsley and travel within the Barnsley area will be needed.

**Benefits:** Training and skills development

#### **Key Responsibilities**

- Relieving social isolation by providing practical support such as meeting out in the community or helping clients to engage in social situations.
- Telephone check in calls to clients who are waiting for services
- Check in calls to clients who are in between services
- Keeping accurate and legible records.
- To encourage people to make positive choices about decisions that affects them
- Attending induction and occasional ongoing training by arrangement
- Delivering personal care parcels to clients in need of these items

#### **Professional Responsibilities**

- To maintain high levels of confidentiality at all times
- Undertake any training necessary to help with the role, and receive support from the Wellbeing Manager
- To liaise with other volunteers and members of staff at BSARCS
- Report any concerns to the Service Manager
- Comply with service standards, boundaries, policies and procedures of the organisation.
- To attend service meetings as required
- Actively promote and ensure good equal opportunities and in an anti-oppressive manner

#### **Disclosure & Barring Certificate**

- Due to the nature of this work, the role is subject to an enhanced DBS check. Previous criminal convictions may not necessarily be a bar to this role.

#### **Equal Opportunities Statement**

- BSARCS is striving to be an equal opportunities employer.

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