

The **Thalidomide** Trust

Title: Connect Volunteer - Volunteer Role Profile

Location: Home based

Commitment: 2 hours a week

Overall purpose of role:

You will be helping beneficiaries to access and connect with services within their area by:

- Develop and maintain an up to date knowledge of local services in your assigned geographical area
- Provide signposting for beneficiaries to connect them with these local services and support them to access these services. This could involve making telephone calls on the beneficiary's behalf eg to set up appointments
- You will actively encourage beneficiaries and enable them to become more confident and less isolated, by helping them to connect to the services around them.
- To research and identify services, checking that the information is up to date and notifying the Health & Wellbeing team so this can be shared on the Trust website.
- You will be part of our Signposting and Information Volunteer service and will be supported by our Health & Wellbeing team. You will be expected to communicate effectively with the team as part of your role.

What We Expect From You

- To undertake the training and induction requirements for the Signposting and Information Volunteer service and this role
- To Agree to a Disclosure and Barring Service check, if required
- To Produce and update 3 monthly updates and send to the Health & Wellbeing team
- To Liaise with other organisations, statutory bodies and voluntary groups in line with role requirements
- To Provide accurate information and/or signpost individuals to relevant local services
- To Provide information and advocacy/support as necessary to gain a positive outcome
- To Give, , the Health & Wellbeing team wherever possible advance notice of any absence that may affect your role
- To Comply with the Thalidomide Trust's Data Protection, Confidentiality and Safeguarding policies and other record keeping requirements
- To Report any problems encountered in undertaking your role to the Health & Wellbeing team
- To develop and maintain appropriate boundaries of confidentiality with other volunteers, beneficiaries and third party organisations

What You Can Expect From Us:

- We will provide you with initial training and regular updates
- We will provide you with ongoing advice and support whenever you need it
- We will reimburse you promptly for any travel costs you incur if you attend a meeting or training event
- We will meet the full cost of all calls that are made
- We will provide you with regular feedback on your role and the service

VOLUNTEER PERSON SPECIFICATION

| Knowledge/understanding | | |
|--|-----------|-----------|
| | Essential | Desirable |
| A genuine desire to support beneficiaries | ✓ | |
| A good problem solver with the ability to think creatively | ✓ | ✓ |
| An understanding of the need for confidentiality | ✓ | |
| An understanding of the need to maintain safe working boundaries when working with beneficiaries | ✓ | |
| A good knowledge of your local area | | ✓ |

| Skills/abilities | | |
|--|-----------|-----------|
| | Essential | Desirable |
| Warmth, understanding, sensitivity and empathy | ✓ | |
| Good listening and questioning skills | ✓ | |
| Ability to undertake research to identify services and solutions | ✓ | |
| The ability to be supportive and non-judgemental regardless of clients' age, race, sexuality, religion or life choices | ✓ | |
| To be willing to learn from your own and others' experiences | ✓ | |
| Good IT skills and an excellent telephone manner | ✓ | |
| Ability to communicate effectively both verbally and in writing | ✓ | |
| A commitment to empowering and enabling beneficiaries | ✓ | |
| Tenacity, determination and persistence | ✓ | |
| Strong negotiation and networking skills | ✓ | |
| Managing and prioritising own caseload | ✓ | |

| Other | | |
|--|-----------|-----------|
| | Essential | Desirable |
| To be able to make a regular commitment to the service for a minimum of 6 months | | ✓ |
| A willingness to undertake further training and supervision as and when requested | ✓ | |
| A commitment to the Thalidomide Trust's Data Protection, Confidentiality and Safeguarding Policies | ✓ | |