

Helping Hand Volunteer

Reports to: Peer Leader.

Responsible to: Charity Coordinator.

Position: Volunteer.

Role Description

The Helping Hand Volunteer is part of the volunteering team of Say Aphasia. Alongside the Peer Leader and Support Group Assistant, the Helping Hand Volunteer supports individual Say Aphasia meet-ups. As the name suggests this role is likely to be flexible within each group. The role may vary but is likely to include one or all of the activities listed below.

Possible Roles

- **Support the smooth running of each individual Say Aphasia meet-up by:**
 - Providing a safe, inclusive and accessible environment.
 - Setting up the room and tidying up.
 - Welcoming all group members, guests and visitors.
 - Safely providing teas, coffees and other refreshments.

- **Provide communication support for members during the drop-in group:**
 - Instigate conversation between members, if necessary.
 - Show an understanding of aphasia.
 - Be aware of, and capitalise on each members' *communication preferences* (their preferred way to have a conversation), as conversations aren't just speaking.
 - Offer a listening ear to members.
 - Ensure communication tools are accessible during the meet-up.

- **Contribute to improving the service:**
 - Report any concerns or issues to the Charity Coordinator .
 - Discuss suggestions for improvement and innovations with the volunteer team.

- **Support other volunteers:**
 - Attend regular catch-ups with the Peer Leader and fellow volunteers.
 - Encourage a positive group ethos.

- **Adhere to Say Aphasia's policies and procedures.**

- **Be an active advocate for Say Aphasia.**
 - Promote the group where possible.
 - Hand out flyers / postcards locally to GP surgeries.