

VOLUNTEER ROLE DESCRIPTION – Volunteer Health Link Event Volunteer

LINE RESPONSIBILITY: Homeless Health Link Manager.

EXPENSES: Out-of-pocket expenses are reimbursed.

LOCATION/S: Our Health and Wellbeing days are held across Richmond, Kingston, Wandsworth, Merton and Sutton Boroughs. We hold approximately one Health and Wellbeing day per month in one of the above locations.

ABOUT US

We are SPEAR, a charity dedicated to helping homeless people across five South West London boroughs to find secure accommodation and work towards a positive future. For almost 35 years, we've worked tirelessly to support homeless people to recover from their personal issues and break down the barriers that they face. We recognise that homelessness is much more than just a housing issue, so we provide a range of accommodation and support services to help people reach their full potential.

ROLE DESCRIPTION

The role of the Health Link Event Volunteer is an important one to the charity as we support very entrenched, institutionalized and isolated clients to access services in their borough.

The volunteer will enjoy developing positive relationships with new people and will be willing to work outside of their own comfort zone. The volunteer must have an enhanced DBS background check (SPEAR will apply for this on your behalf.)

ESTIMATED TIME COMMITMENT REQUIRED FOR THE ROLE

Dates for 2024 have not yet been scheduled but we are looking for Health Link Event Volunteers that can dedicate approximately 10 hours per month on an ad-hoc, weekday basis.

RESPONSIBILITIES

- Attend SPEAR Health and Wellbeing Events and carry out the following duties:
 - Talk to clients, give an informed choice on what services they can access, introduce clients to services
 - Sign-in clients at Reception
 - Attend HHLS Event briefing sessions
 - Provide catering support, help making tea/coffee for clients
 - Fill out surveys with clients
 - Assist with handing out goody bags
 - Assistance with added ad-hoc- duties
 - Help filling in goody bags for clients before the events
 - Help promoting events to local providers

- Provide Human Resources with the volunteer hours you have carried out on a monthly basis.
- Uphold SPEAR's data confidentiality policy and code of conduct.
- Immediately report any causes for concern around a client to the Homeless Health Link Manager or Human Resources. Volunteers also undertake to report any immediate health emergency to the relevant emergency services if judged necessary.
- Report to line manager responsible any safeguarding issues.
- Work with other volunteers in similar roles.

ESSENTIAL SKILLS, KNOWLEDGE AND EXPERIENCE

- Friendly, empathetic approach and a good listener.
- Have an understanding of the issues surrounding homelessness, rough sleeping, mental health challenges and substance addiction.
- Is open-minded with a non-judgemental approach to persons experiencing homelessness, addiction and recovery.
- Good communication skills.
- Is able to establish and maintain appropriate boundaries.
- Can work on their own.
- Adhere to the work and values of SPEAR.

WHAT'S IN IT FOR YOU?

- All out-of-pocket expenses, are reimbursed.
- All volunteers will receive an induction to volunteering and to their specific roles and projects.
- While volunteering at the project, volunteers have full liability insurance cover.
- There are appreciation events to recognise the important contribution that volunteers make.
- Personal & professional development through training, support and ongoing evaluation.
- SPEAR can provide a reference after 6 months of active continuous volunteering.
- Contribute to a project that really does make a difference to the lives of people experiencing homelessness.

VALUES

Working together We work alongside service users, partners, staff and volunteers to provide services that meet the needs of the people we help. Together we overcome challenges.

Aspirational We aim high, aspiring to achieve the very best outcomes for our clients. We see potential in everyone and encourage our staff and clients to achieve their own goals, dreams and ambitions. We aspire to the highest standards of professionalism.

Respectful We respect everyone, regardless of their background or circumstances. We view everyone as an individual with their own personal journey. We always listen to and value people's views.

Determined We work tirelessly to support people experiencing homelessness to recover from their personal issues. We break down the barriers people experiencing homelessness face.

Visionary We try new and innovative ways to provide long-term solutions and reduce the isolation of homelessness. We are always willing to take a new approach, learning from what works (and what doesn't) and use this to guide our work.