



Volunteer Opportunity

Volunteer Role

- Friendship Programme Support Mentor

Main Duties:

- To positively engage with people that have become isolated
- To act as a link to bring socially isolated people together in a supportive environment
- To work toward creating a friendship bubble with all relevant boundaries
- To arrange to escort a maximum of two clients to a public venue, for example, a garden centre or cafe
- To communicate effectively with clients to ensure that arrangements for activity are discussed and agreed

Other Duties:

- To work well using own initiative
- The ability to empathise and understand the needs of the client
- To work within a community setting
- To ensure that clients receive a quality service
- To work well with the public
- To ensure that all relevant training/induction is attended
- To adhere to Netherton Feelgood Factory policy and procedure
- To promote the work of Netherton Feelgood Factory
- To ensure that all data is collected in line with GDPR and Netherton Feelgood Factory policy
- Regular reporting to the relevant Manager/Staff Member

Training

- Successful candidates will complete training to enable them to deliver the tasks detailed in the main duties and other duties sections.

Essential Requirements:

- Ability to work with the public
- Good communication skills
- Good organizational skills
- Ability to escalate concerns
- To work well within a team environment
- To be able to work alone when required
- To have a clean, well presented appearance
- It is not always possible to place volunteers in their local area, therefore access to your own transport or the use of public transport would be essential
- For volunteers using their own transport, a clean UK driving license and access to a vehicle would be essential

Hours of Work

- Hours to be covered are **anytime between**, Monday to Saturday (9am – 5pm)

Disclosure

- This role would require you to undertake an enhanced police disclosure (DBS)

Management Arrangements

- The volunteer position will receive line management from the Community Development Manager in accordance with Netherton Feelgood Factory organisation structure

Volunteer Expenses

- Volunteers will be reimbursed for out of pocket expenses, in line with Netherton Feelgood Factory expenses policy

Other

- Volunteers will be provided with a logo t-shirt or sweatshirt, this will help the community to identify you easily when visiting the building.
- Volunteers will be provided with an ID badge

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