

## **Volunteer Role Description** **And Person Specification**

The Hull Drug Intervention Programme (DIP) provides support for adults with substance misuse problems and who have had recent involvement in the criminal justice system. Support is offered on a voluntary basis, alongside support that complies with national standards or bail conditions. The Hull DIP offers individuals support on a one to one basis. This would be in the form of assessment, onward referrals, harm minimisation advice, psycho-social interventions, motivational work and practical support.

**Volunteer: Meet and Greeter**

**Managed and supported by: Volunteer Co-ordinator**

**Purpose: To greet clients/visitors and complete sign in records**

1. Supervise the reception area
2. Greet clients attending DIP
3. Greet visitors attending DIP
4. Inform DIP staff of client and visitors visits
5. Maintain a record of client attendance
6. Ensure that the client rooms are clean and tidy
7. Receive and make internal phone calls
8. Assist key workers if required.

### ***Person Specification***

- 1. Ability to communicate clearly and effectively*
- 2. Understanding of the issues and willingness to work in the field*
- 3. Basic literacy and numeracy skills relevant to the role*
- 4. Able to respect and maintain confidentiality*
- 5. Able to respect and work within DIP boundaries*
- 6. Able to work in a none judgmental and ant-oppressive manner*
- 7. Willingness to complete an initial induction*
- 8. Willingness to undertake relevant training*
- 9. Willingness to attend regular supervision and undertake work related accreditation*

### **Time Commitment:**

A minimum of one half day per week (4 hours) preferably 1.00pm until 5.00pm, plus one hour per month for Supervision and training