

## **Volunteer Role Description & Person Specification**

**Volunteer:** CRi Brent Outreach and Reach Support

**Managed and supported by:** Project Worker

**Purpose:** to assist in the day to day duties of the CRi Brent service and to support clients.

### **Role Description:**

1. To welcome clients and to provide a friendly and supportive response to people coming into the building.
2. To assist with the day to day office duties such as answering the phone, filing group work, relevant admin work, filing, photocopying, record keeping.
3. To assist in preparing and serving lunch for clients.
4. To accompany clients to leisure activities.
5. To support and supervise clients with their formal phone calls
6. To accompany staff on home visits and assertive street outreach.
7. To support staff when delivering satellite services
8. To take active involvement in service users group.

Additional duties:

1. To audit a referral process and arrange appointments for referred clients.
2. To observe and co - facilitate CBT groups (including holistic and activity groups).
3. To observe an assessment process and to fill in assessment documents.

### **Person Specification:**

1. Ability to communicate clearly and effectively.
2. Awareness of personal and professional boundaries.
3. Some understanding of drug and alcohol issues and willingness to work with the client group.
4. An understanding the importance of information sharing.
5. Able to respect and maintain confidentiality.
6. Ability to liaise with partnership agencies.

7. An understanding of supporting and engaging with vulnerable individuals in a non-judgmental way.
8. Ability to reflect and develop your own practice through personal and professional development
9. Willingness to attend regular supervision
10. Undertake work related accreditation

**Time Commitment:**

Between one and three days a week

Six hours per day from 9.30am to 3.30pm

**Place of Volunteering:**

You will be based at CRi Brent office:

6 Craven Park  
Harlesden, Brent  
London NW10 8SY

When doing outreach support in the community, we will ask you to visit different locations within and outside of the Borough of Brent.

**Support, Supervision, Training**

**Support and Supervision**

You will be supervised and supported by an assigned Project Worker. In his/her absence you will be able to receive required support from any other team member.

Your supervision will take place on a two weekly basis until your probation period is finished.

Following a successful completion of your probation period the supervision will take place on monthly bases.

**Training**

All volunteers have access to an accredited training programme through the Open College Network (OCN), which enables them to obtain accreditation for their voluntary work and training equivalent to NVQ levels 2 and 3. They also have access to internal staff training and specialist training relating specifically to the respective client groups.

**Expenses**

All out of pocket expenses relating to your volunteering activity (e.g. travel) will be reimbursed on production of a receipt.