



Community Outreach **Role Description**

Job Title: Volunteer Mentor

Responsible to: Team Leader

Purpose of Role

A Community Outreach Volunteer Mentor is a positive role model and coach to other service users within a group or individual setting.

A Volunteer Mentor's role is also to contribute towards consultation exercises with management staff to represent Community Outreach and offer support and advise to Service Users at a critical stage of their lives.

A volunteer will help raise confidence, encourage them to achieve their full potential and set realistic goals.

Key Tasks & Responsibilities

- Meet with Service users in an individual or group setting in agreement with Community Outreach guidelines.
- Develop positive, supporting relationships with the individual or group in an environment respect and trust.
- Promote pro-social modelling.
- Work towards goals and personal targets with individuals/groups, as set by the registered manager
- Encourage and enable individuals to be independent for and work with them to find solutions.
- Encourage and motivate individuals/groups in their personal development by supporting interest in leisure and employment, training and education activities.
- Advise and assist individuals/groups in developing skills and appropriate attitudes that will enable them to achieve their personal goals.
- Advise and assist individuals
- Ensure that individuals/groups are aware of additional support services and how to access them.
- Take responsibility for setting boundaries and avoid being drawn into inappropriate relationships.
- Maintain confidentiality within the confines of Divine Intentions policies and procedures.
- Operate within Divine Intentions Health & Safety and Equality & Diversity policies. Follow all relevant policies, procedures and guidelines as laid down by Divine Intentions.

- Monitor and review Volunteer Mentoring sessions and complete required paperwork, including expense claim forms where relevant.
- Attend and participate in training, supervision and group support sessions.
- To inform the SEO if you have difficulty in performing your task as a mentor

Influence and Comment on services

- To attend monthly Voice For Change Hubs as a Volunteer Mentor and contribute positively to the discussions.
- To attend meetings and contribute ideas to develop services.
- To attend consultation sessions to give views on services and practice.

Represent the Divine Intentions at events and meetings

- To represent Divine Intentions at , conferences and events in a professional manner.
- To promote the work of Volunteer Mentors to those within the agency and outside of the agency.

To develop own skills and practice

- Applicants will be required to attend the Volunteer Mentoring and induction training programme before commencing their role.
- Volunteer Mentors will be provided with weekly developmental sessions and monthly individual/group supervision which they are required to attend. Additional training may be provided as appropriate to the role.
- To attend catch-up sessions as required.

Skills

The skills listed below are desirable as we recognise that not everyone will have all the skills listed but please take the time to consider what skills you will bring or develop.

Volunteer Mentors should be able to demonstrate:

- A commitment of a minimum of 2 hour per week for a minimum period of 6 to 12 months.
- An appreciation of the issues facing adult Service Users.
- An understanding of the health care, social care and/or social housing systems
- A commitment to Health & Safety and Equality & Diversity policies.
- A mature attitude and a positive outlook.

- A non-judgemental, and honest approach.
- An awareness of local support available
- An understanding of issues relating to appropriate boundaries and confidentiality.
- Applicants should be literate and numerate, however support will be given where required

Other useful information:

Characteristics of a Good Volunteer

Positive: Looks for and emphasises the positive aspects of any situation.

Attentive: Listens to what the individual means and not just what they say.

Objective: Ability to act impartially.

React well to stressful situations: Does not get put off at times of stress.

Challenging: Knows when and how challenging can facilitate change and motivation.

Honest: Is open and honest with individuals.

Tolerant: Is tolerant even under the most frustrating and annoying circumstances.

Patient: Will always allow time and explanations when things are not going according to plan.

Caring: Cares about and wants to help individuals.

Approachable: Communicates well with individuals at the appropriate level and in the appropriate manner.

Respect alternative

Lifestyles: Is not put off by 'differences' and respects individuals' right to be different.

Genuine: Being true to yourself!

Non-judgemental: Open minded at all times.

Enthusiastic: A genuine interest and energy in the individuals concerns, aspirations and needs.

Knows own limitations: Recognises when to refer on or seek further guidance and aware of own stress levels.

Pro-social: Sets a good, positive example.

Anti-discriminatory: Treats individuals as equals and with respect regardless of 'differences'.

Committed: Attends all arranged sessions and can be relied upon.