



## **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
- 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

## **Other Details**

Flexibility	High
Regularity	Weekly or Fortnightly
Time Commitment	About two hours, ideally for a minimum of 12 months
Age requirement	18+
IT skills required	Desirable email and internet access for reporting

## **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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