

VOLUNTEER PROFILE

POSITION	Volunteer Lead		
TEAM	Extra Care Team	LOCATION	Miners Court
VERSION	2 nd	LAST UPDATED	October 2017

PURPOSE OF ROLE	To be a point of contact for Volunteers based at Miners Court in Redruth.
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KEY TASKS

1. Point of contact for Miners Court volunteers.
2. To organise and update volunteer rotas.
3. To provide support and regular 12 weekly supervision sessions for each Miners Court volunteer.
4. Liaise with the Team Deputy Managers and keep up to date of any changes.
5. Attend meetings with the Extra Care Registered Manager for volunteer feedback.
6. Effectively communicate information from management/ staff/ teams to volunteers.
7. Assist with the recruitment and induction of Miners Court volunteers.
8. Update volunteer paperwork when required.
9. Support volunteers to access training and development opportunities.
10. Assist with the organisation of annual volunteer events and celebrations.

DESIRABLE SKILLS

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| 1. Admin experience | |
| 2. Organisational skills | 5. Computer literate |
| 3. Good use of initiative | 6. Reliable |
| 4. Communication skills | |

GENERAL TASKS (THIS IS STANDARD FOR ALL VOLUNTEER ROLES)

1. Represent the Company positively with all external agencies.
2. Establish, develop and maintain effective working relationships with all staff, volunteers, clients and actively promote the buddy system with active partners
3. Ensure compliance with the Company's Health and Safety policies and procedures.
4. Continually promote equal opportunities and client care in full compliance with the Company's policy and standards.
5. Ensure adherence to the confidentiality policy in all aspects of volunteer tasks/duties.
6. Attend and participate in meetings as required, including supervision and training.
7. Undertake specific tasks and projects as requested.
8. Manage personal 'workload'.
9. Carry out relevant tasks appropriate to this role.
10. Comply with the relevant Company and Group policies and procedures which relate to volunteers.

REPORTING

- Reports to: Extra Care Registered Manager

CONTACTS

Internal

- Kirsty Hickson – Homes and Communities Theme Lead
- Extra Care Registered Manager
- Extra Care Team Deputy Managers & Staff
- Client Development and Volunteer Worker
- Volunteers

External

- External agencies (statutory and voluntary)