

VOLUNTEER PROFILE

POSITION	Day Centre Volunteer		
TEAM	Extra Care Team	LOCATION	Miners Court
VERSION	2.0	LAST UPDATED	October 2021

PURPOSE OF ROLE	To assist the Day Centre Care & Support colleagues with the day-to-day running of Miners Court Day Centre.
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DESIRABLE SKILLS

1. Friendly and Approachable
2. Good Communication Skills
3. Good Listener
4. Reliable

KEY TASKS

1. Provide friendly conversation and companionship with customers accessing the Day Centre.
2. Assist with the planning and delivery of games/ events/ activities within the Day Centre.
3. Help was making refreshments and snacks for customers.
4. Promote the health and wellbeing of customers.
5. Value the customer's knowledge, experiences and opinions.
6. Exercise patience and allow sufficient time for customers with speech and language difficulties to verbally express themselves.

7. Exercise patience and allow sufficient time for customers with restricted mobility.
8. Maintain clear and professional boundaries with customers.
9. Report any safeguarding concerns immediately.

GENERAL TASKS (THIS IS STANDARD FOR ALL VOLUNTEER ROLES)

1. Represent the Company positively with all external agencies.
2. Demonstrate behaviours in accordance with Coastline's values: Put our customers first, Be open, honest and accountable, Value each other, Strive to be the best.
3. Establish, develop and maintain effective working relationships with all colleagues, volunteers, customers and actively promote the buddy system.
4. Ensure compliance with the Company's Health and Safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the Company's policy and standards.
6. Ensure adherence to the confidentiality policy in all aspects of volunteer tasks/duties.
7. Attend and participate in meetings as required, including supervision and training.
8. Undertake specific tasks and projects as requested.
9. Manage personal 'workload'.
10. Carry out relevant tasks appropriate to this role.
11. Comply with the relevant Company and Group policies and procedures which relate to volunteers.
12. Undertake mandatory volunteer training and any additional training which is deemed necessary for your volunteer role.

REPORTING

- Reports to:
 - Extra Care Registered Manager & Volunteer Manager

CONTACTS

Internal

- Supported Accommodation and Extra Care Manager
- Extra Care Registered Manager
- Extra Care Team Deputy Manager & Assistant Managers
- Extra Care Support Colleagues
- Volunteer Manager
- Volunteers

External

External agencies (statutory and voluntary)