

## VOLUNTEER PROFILE

<b>POSITION</b>	Wellbeing Volunteer		
<b>TEAM</b>	Community Investment Team	<b>LOCATION</b>	Housing for Older Persons Schemes in Camborne
<b>VERSION</b>	1.0	<b>LAST UPDATED</b>	January 2025

<b>PURPOSE OF ROLE</b>	To help plan and deliver wellbeing activities for customers who reside in our Camborne Older Persons schemes, with the aim of reducing loneliness & social isolation, and increasing confidence and connectedness.
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## DESIRABLE SKILLS

1. Organisational skills
2. Good use of initiative
3. Communication skills
4. Ability to encourage participation and inclusion

## KEY TASKS

1. Assist with the planning and delivery of activities to customers residing at our two Camborne schemes, based on their feedback about their preferences.
2. Help to promote these activities amongst customers.
3. Actively seek feedback from customers regarding what activities they would like to see delivered at their schemes.
4. Provide befriending and companionship to those customers who prefer meeting one-to-one in the communal areas of the schemes.
5. Establish and build a rapport with customers; valuing their 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 – adapting activities so all can get involved.
8. Maintain clear and professional boundaries with customers.
9. Report any safeguarding concerns immediately.
10. Liaise with the Volunteer Manager/Community Navigator regarding equipment required to run activities.
11. Support customers to report repairs or issues with their individual flats to Coastline, and raise any customer concerns relating to communal repairs or maintenance with the Facilities Management Assistants.

## REPORTING

Reports to:

- Volunteer Manager, Volunteer Co-ordinator & Community Investment Team
- Facilities Contract Manager & Facilities Management Assistants

## 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.

## CONTACTS

### **Internal**

- Volunteer Manager & Volunteer Co-ordinator
- Facilities Contract Manager
- Community Investment Team
- Facilities Management Assistants
- Volunteers

### **External**

- External agencies (statutory and voluntary)