

Volunteer role description

Page 1 of 2



Role details	
Role title	Homeless Service General Volunteer, Sussex Homeless Service
Time commitment	Average 8 hours per month: may include evenings, weekends, daytime (to suit applicant)
Accountable to	Homeless Service Coordinator

This person will be your main point of contact while volunteering for St John Ambulance. They will provide you with the support and supervision necessary for you to perform your role.

About St John Ambulance

No one should die because they needed first aid and didn't get it. St John Ambulance (SJA) teaches people first aid so they can be the difference between life and death, and you can help us do this.

Purpose of the role?

To provide holistic, social support to homeless and vulnerably housed clients and assist nurses and podiatrists in the delivery of clinical care.

- What would you be involved in?**
- Talking, listening, befriending and engaging with homeless and vulnerably housed clients, making them feel valued by maintaining a supportive and non-judgemental attitude.
 - Physical and mental health promotion within the boundaries of training received.
 - Advocacy and signposting towards mainstream healthcare, housing and other services.
 - Practical assistance for the nurse or podiatrist in setting up or clearing up after treatment.
 - Other tasks according to Infection Prevention and Control procedures.
 - Administering first aid as necessary, according to level of training received.
 - Recording of client contact, providing information for monitoring purposes and handling these records in accordance with patient confidentiality and the St John Ambulance Data Protection Policy.
 - Attending monthly evening training sessions and role revalidations.

- What are we looking for?**
- Someone who is sympathetic to the needs of homeless and vulnerably housed people.
 - Empathic, caring nature.
 - Varied life experience.
 - Good listening skills.

- Support and training available?**
- Induction training includes: Homelessness Awareness; Communication Skills; Professional Boundaries; Equality & Diversity; First Aid; Safeguarding; Infection Prevention & Control; Moving & Handling; and Managing Difficult & Aggressive Situations.
 - Ongoing training in diverse subjects at monthly team meetings.
 - Opportunity to attend relevant externally-run courses.
 - Annual review and supervision.
 - Annual revalidations.
 - Informal support from Co-ordinator and other colleagues always available.

Location of this volunteering role?

At one of our two Homeless Service Units in Brighton and Hastings.

Role specific commitments?

- Minimum of 2 shifts per month (each shift being approx 3 hours including set-up and debrief).
- Monthly evening team meeting.
- Annual revalidations in First Aid, Safeguarding, Infection Prevention & Control, and Moving & Handling.

This role is exempt from the provisions of the Rehabilitations Offenders Act.

This role description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Prepared by: South East HR and Community Projects teams

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