

VOLUNTEER LISTENING SUPPORT WORKER

ROLE AND RESPONSIBILITIES

Place of work Off the Record (Bath and North east Somerset)

Time commitment

- Minimum of 4 hours per week (Flexibility to work in any of our 3 main site bases an advantage)
- Induction day and bi-monthly training days/workshops
- Monthly group supervision meetings
- Commitment to volunteer for a minimum of 1 year (Exceptions need to be requested at the interview stage)

Responsibilities

- Liaise with the OTR Listening Services Coordinator to respond to clients i.e. referrals, texts, email, etc.
- Meet and greet all service users
- Provide listening support in structured client sessions, by appointment and drop-in
- Provide information for service users, referrers and respond to general enquiries about Off the Record services
- Signpost to other agencies and make appropriate referrals.
- Keep client notes and reports on Lamplight up to date
- Complete daily admin tasks, including input statistics, schedule counselling appointments and address general enquiries over the phone, by text and or email
- Maintaining a safe and professional environment
- Abide by OTR Child Protection Policies and Procedures, and BACP ethical framework
- Work within Off the Record's policies and procedures with particular regard to confidentiality, safe guarding children and young people, and information sharing.

VOLUNTEER LISTENING SUPPORT WORKER

PROFILE

- Excellent listening communication skills
- An understanding of the issues of young people age 10 to 25
- Self-starter able to organise time, reporting and administrative tasks
- Literacy and numeracy skills
- Basic IT skills
- Respectful time keeping and awareness of boundaries
- Ability to work effectively within a team
- Ability to work under pressure
- Ability to relate to a diverse range of people
- Understanding of disadvantaged groups and commitment to equal opportunities
- Commitment to empowering people to help themselves
- Commitment to learn, develop and undergo training
- Ability to ask for help and participate in regular supervision
- Mindfulness and adherence to policies and protocols of Off the Record

DESIREABLE QUALITIES

- Empathic
- Non-judgemental
- Accepting
- Genuine
- Responsible
- Trustworthy
- Patient
- Reliable
- Friendly
- Flexible
- Aware of their own strengths and weaknesses
- Sensitive to others' needs
- Enthusiastic
- Relaxed with a sense of humour