

## Care & Support Volunteer Role Description

*Activities Volunteers at Look Ahead must be 18 or over and hold a current Enhanced DBS for Adults & Children. We can help you obtain this free of charge.*

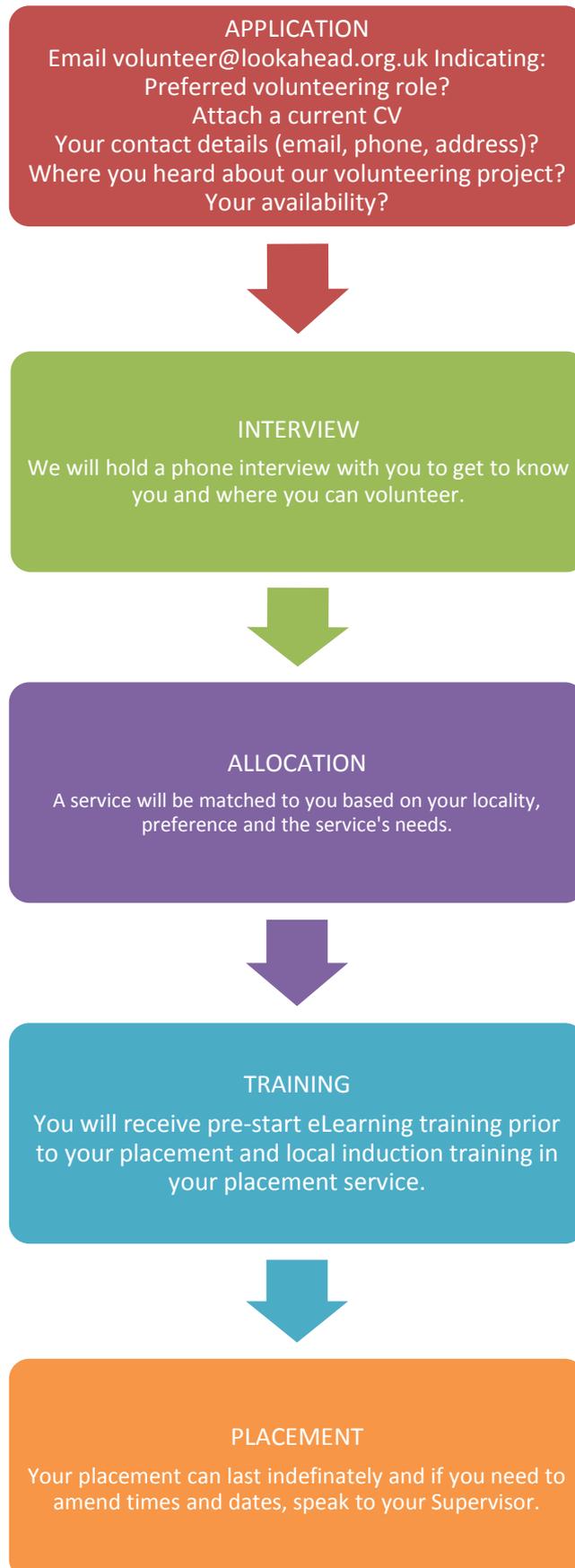
<b>RESPONSIBLE TO:</b>	The service and specifically the allocated supervisor, a Look Ahead member of staff selected by the service's contract manager.
<b>WORKING WITH:</b>	A Look Ahead service and all their staff and customers,
<b>LOCATION:</b>	The volunteer will be matched to one of our services, based on the needs of the service and the volunteer's abilities and preferences and locality. In line with government guidance we will endeavour to place volunteers near to where they live to avoid unnecessary travel.
<b>PURPOSE:</b>	The purpose is to support our staff to continue to deliver outstanding care for our customers during this particularly difficult time.
<b>TIME COMMITMENT:</b>	The volunteer will be expected to commit to a minimum of 4 hours per week
<b>ROLE ACTIVITIES:</b>	<ul style="list-style-type: none"> <li>➤ Under the guidance of an experienced team member, Care &amp; Support Volunteers will undertake support work with customers to meet the assessed needs of the customers of the service.</li> <li>➤ Alongside other members of the team volunteers will promote independent living, encourage customers to maximise their skills and choices.</li> <li>➤ While carrying out tasks, Volunteers should deal with all customers, visitors and staff in a professional and appropriate</li> <li>➤ Work alongside the service team to proactively manage risk and safety both in and outside of their physical living environment</li> <li>➤ Support customers to undertake all domestic tasks wherever possible, including practical assistance where they have not yet developed the skills, to ensure customers enjoy a high quality of accommodation</li> <li>➤ Enable customers to make full use of community facilities by providing support as directed- in keeping with current government guidelines in relation to social distancing.</li> <li>➤ Carry out support duties to enable customers to remain part of the community and retain contact with family, friends and key support networks through various forms of social media. Helping run the reception and dealing with customer queries</li> <li>➤ Empower customers to ensure they receive the service and benefits they are entitled to</li> </ul>

	<ul style="list-style-type: none"> <li>➤ If a need arises, deliver all aspects of support to enable a customer to develop independent living skills as appropriate to the individual needs of the customer. In some services, this will include delivering personal and physical care as appropriate</li> <li>➤ Undertake some administrative work</li> <li>➤ Volunteers should report to Look Ahead staff and management any observations relating to customers' welfare.</li> <li>➤ Build supportive, trusting relationships with staff and customers.</li> <li>➤ Adhere to Look Ahead Care &amp; Support policies and procedures, plus those specific to the service including any statutory requirements.</li> <li>➤ Maintain records as required at the service under the direction of the contract Manager, team leader or your supervisor.</li> </ul>
<p><b>PERSONAL ATTRIBUTES</b></p>	<ul style="list-style-type: none"> <li>➤ Experience of some form of community, carer or support work would be ideal or previous volunteering experience</li> <li>➤ Enjoys social interaction and the company of others, joins in local activities to encourage customer involvement</li> <li>➤ Is fundamentally calm and resilient, does not let emotion adversely affect them or obscure their judgement</li> <li>➤ Approachable, relatable and open behaviour.</li> <li>➤ Having the ability to empathise</li> <li>➤ A calm demeanour and patience</li> <li>➤ An awareness of the importance of professional boundaries and confidentiality.</li> <li>➤ Has a practical and logical mind and is naturally well organised</li> <li>➤ Flexible</li> <li>➤ Is confident with high levels of self-esteem</li> <li>➤ Is respectful, articulate and sensitive in style of communication</li> <li>➤ Is essentially customer-focused</li> </ul> <p style="text-align: center;"><b>You will receive a local service induction upon starting your placement.</b></p>
<p><b>BENEFITS:</b></p>	<ul style="list-style-type: none"> <li>➤ This role enhances the lives of our customers and enables our support staff to maintain quality services during a difficult period.</li> <li>➤ Social interaction and mental stimulation for the most vulnerable in society in challenging times.</li> </ul>

	<ul style="list-style-type: none"> <li>➤ Supportive working environment, regular support and supervision.</li> <li>➤ Opportunities to meet new likeminded people and be part of a team.</li> <li>➤ Reference can be provided.</li> <li>➤ Enhance your CV.</li> </ul>
<p><b>REQUIRED FOR SIGN UP:</b></p>	<ul style="list-style-type: none"> <li>➤ Enhanced Adult &amp; Children DBS check (free of charge for volunteers).</li> <li>➤ 2 references.</li> <li>➤ Covid-19 related Health Questionnaire</li> </ul>

**See below for the step by step process of becoming an Care & Support Volunteer.**

To apply, please check our website for information on volunteering roles at <https://www.lookahead.org.uk/work-with-us/volunteer-look-ahead/>, then email us your request to volunteer to [volunteer@lookahead.org.uk](mailto:volunteer@lookahead.org.uk).



## Our values – what matters to us?

We have four values that express and represent our shared understanding of the principles that are important to us as an organisation. Developed in partnership with our staff, customers, and their families and carers, they set out the things we aspire to be as an organisation and that underpin everything we do. They are:

### **excellence, aspiration, partnership, trust**

Look ahead Care and Support – Our Values and Behaviours	
Values	Behaviours
<b>Excellence</b>	Take pride in my work and my team.
	Approach my work with energy, passion and commitment.
	Demonstrate a 'can-do' and look for solutions to problems.
	Listen and learn from my mistakes, and commit to always improve myself.
	Be a positive role model to my customers and colleagues.
<b>Aspiration</b>	Listen to everyone I work with, and treat them with dignity, empathy and respect.
	Believe in people's potential and ability to grow, develop and change.
	Be ambitious; recognise my role in contributing to the overall success of Look ahead.
	Continually seek opportunities to learn, develop and share my learning with others.
	Work with others to share, respect and celebrate achievements.
<b>Partnership</b>	Recognise, respect and encourage customer's skills and abilities.
	Commit to providing opportunities for customers to use their expertise.
	Commit to working as part of one team with my colleagues, partners and customers.
	Value everyone's contribution equally, recognising that all of us can add value.
	Be inclusive; open to people from diverse backgrounds and with different ideas.
<b>Trust</b>	Be open, honest and transparent when I communicate, do what I say.
	Demonstrate personal integrity – do what is right, not merely what is expected.
	Be accountable for success as well as failures.
	Be consistent and reliable.
	Demonstrating consistency and transparency in the things I do.

## KEEPING YOU SAFE

### How to protect yourself and the person you are supporting – General Guidance

#### At all times

- Keep two metres from customers and colleagues wherever possible.
- Regularly wash your hands including as a minimum before and after working with any customer and when leaving and entering the building.
- Stay up to date with the Coronavirus information on the Hub

#### Safeguarding

- Continue to report and follow all Safeguarding Procedures.
- Report all incidents to your supervisor, team leader or Service/Contract Manager, including any suspected and confirmed cases of COVID-19 amongst customers.
- Inform a Manager whenever there are any safeguarding concerns, serious incidents and suspected or confirmed cases of COVID-19.

#### Handwashing

- Wash hands frequently for at least 20 seconds with soap and water at regular intervals throughout the day.
- If running water and soap is not available, then ensure you have alcohol-based hand wipes or sanitiser to kill viruses that may be on your hands.
- Avoid touching your face and keep hands away from eyes, mouth and nose to avoid spread of any virus.
- If you cough, use a tissue and dispose of the tissue immediately. If the cough becomes persistent then you should follow government self-isolation precautions. If no tissue is available, cough into your arm.
- Consider social distancing by maintaining at least 2 metres distance between you and anyone who is coughing or sneezing, this should be observed at all times.
- Avoid large and small gatherings in public spaces.
- Avoid contact with someone who is displaying symptoms of COVID-19. These symptoms include high temperature and/or new and continuous cough.
- Avoid gatherings with friends and family. Keep in touch using remote technology such as phone, internet, and social media.
- If you feel unwell and have a fever, cough and difficulty breathing, seek medical attention and follow NHS guidance whilst avoiding any contact with people.

