# Connections Volunteer – role profile

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| What is a Connections Volunteer? |
| This role provides support for local people to have their voices heard. It helps them access and engage with services and feel in control of their care and support. Their aim is to help our clients:* believe that local services work in their interests
* connect with support in their communities
* feel professionals will listen to them

Volunteers with an interest in the below types of support will receive additional training on:* autistic spectrum conditions
* general mental health
* people with a learning disability (includes sub-interests of ‘child protection’ and ‘children in need’)
* people leaving hospital
* other areas of interest dependent on local need
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| What will I do? |
| **Before you start**Complete our application process, training, and shadowing to a satisfactory standard. Then, depending on your preferences, set a day and time to regularly volunteer a few hours. **At your first session**We will provide you with the details of a person who has asked us for help. You will see case notes and do any research or training before you speak to the person.**At sessions that follow**You’ll make regular contact with the person to work together on an achievable outcome. For example, you might work with someone who feels a care manager doesn’t listen. You will then support the person to reconnect with the professional, or discuss other options, such as making a complaint.**What happens next**Record your progress at the end of every meeting, and report back to us. We close a case once outcomes are achieved, or the person no longer wants help. Then we will look for a new case for you to work on. Experienced volunteers may take on two cases within their volunteering hours. |
| Is this role right for me? |
| This role is currently available in the following areas:  | Hampshire and Southampton  |
| Do I need to be able to travel? (reasonable expenses always covered).  | No - but it will limit how you can interact with your Client.  |
| Can I do this role at the evenings and weekend? | No - except research or reporting.  |
| Is this role suitable for under 18s? | No. |
| What is the usual time spent volunteering in this role? | 2-3 hours every week.  |
| What can you expect from us? |
| * the opportunity to make a positive difference to people with care and support needs.
* the opportunity to learn new skills, meet new people and gain experience in your chosen volunteering role/s
* the opportunity to help us develop our volunteering work
* volunteer induction training and training specific to any volunteering role you undertake
* 1:1 support from VoiceAbility staff including regular feedback
* a reference if you complete over six months of volunteering
* the equipment you need to complete your role
* reimbursement of expenses and travel costs in line with VoiceAbility policy
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| What do we expect from you? |
| * to complete the recruitment process including providing two references and complete a DBS check (VoiceAbility will cover the cost of this)
* to complete all necessary training
* understand and sign the Volunteering Agreement
* to perform your role in a way that is consistent with VoiceAbility’s values
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| What do I need to do next?  |
| Please download and complete an application form from voiceability.org. If you have any problems doing this email helpline@voiceability.org or call the Helpline on 0300 303 1660. Our team will contact you to arrange a 30–45 minute meeting to check volunteering with us is right for you. **We would like to encourage people with lived experience of care and support needs to apply for our role.** |