# Outreach Volunteer – role profile

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| What is an Outreach Volunteer? |
| Outreach Volunteers help guide people to the right people, places and support, both within VoiceAbility and outside in our local communities. Their aim is to help our clients:* understand what VoiceAbility is, and when, how and where they can access our help
* connect to the right person, place or support, inside or outside our organisation
* access or reach organisations who can help them

The volunteer will Improve the quality and speed of our service, by making sure we really know how to best help a client and raise awareness of our organisation through proactive engagement with potential clients, professionals, and community groups. |
| 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**You will help people who do not know about our services or need more information. We’ll tell you in advance what you’ll be doing and where.**At sessions that follow**You may have to ring someone who has asked us for our help. You will get more information about what they want, so we can make sure they get the right support.You might be asked to go to a day service in your local area for people with a learning disability and explain to them what advocacy is and how they can access it. Afterwards you would answer client or staff questions about what we do, or if you think they require more support, signpost them to our helpline.Whatever you are asked to do, you will proactively engage with people about any support they need, what we do and who we are.**What happens next**Record and report on any tasks you work on, or enquiries you receive, and send this to the Advocacy Team and the Volunteer Coordinator. Experienced volunteers may complete more than 1 task if they can do within their volunteering hours. |
| Is this role suitable 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 your activities.  |
| Can I do this role at the evenings and weekend? | No – but it will limit your activities |
| 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 I expect from VoiceAbility? |
| * 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 VoiceAbility expect from me? |
| * 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
* to 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 then 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.** |