

**Role Profile**

**Course Support Volunteer**

**Wellbeing College**

**Second Step**

**9 Brunswick Square**

**Bristol BS2 8PE**

**09.04.19**

1. Role description

The role description does not describe a comprehensive list of duties, rather a broader range of responsibilities. The role profile is subject to review and change.

1.1 Role purpose

The Recovery College provides creative, fun and free courses to people living in Bristol who are either receiving support from one of the services within Bristol Mental Health or are carers.

Job Context

Volunteers are highly valued as part of our organisation, as they ensure that we are able to provide high quality, well informed and innovative services to our service users. Without volunteers, some of our most important and effective services would not be able to operate.

* 1. Organisation

Second Stepis a leading mental health charity in the South West offering housing, support and hope to thousands of people with mental health and other problems. Our goal is to inspire hope and deliver change for everybody and every community we work with.

* 1. Role accountabilities

• To meet and greet visitors and students / participants to the courses: show them around and provide general information about the courses and resources available.

* Show people around the venue, and be a point of call for all participants.
* Ensure that people have the right materials and information.
* Support with the set up and clear away resources required for each course and in course delivery.
* Assist disabled students/visitors accessing the course
* Keep staff informed of any concerns, indicated risk, intoxication or challenging behaviour participants may display.
* Engage and encourage students in their course experience (particularly at start and end of courses and break time)
* Assist with developing and evaluating the courses
* Assist with the student liaison role in the office by contacting learners between sessions using the phone
* Support learners with pre and post course evaluation forms

1. People Profile
   1. Skills and experience required

• A friendly, welcoming personality

• A non-judgemental attitude; an ability to respect a person’s right to choose how they live

• Understanding of the importance of professional boundaries

• Able to communicate effectively with a wide range of people

• Believe in potential and to be passionate about helping others to realise theirs

• Ability to manage own time and be punctual and reliable

• Able to handle unpredictable, difficult and often sensitive situations with tact and diplomacy.

• Able to work as part of a team and use your own initiative

• We welcome volunteers with lived experience of the issues facing service users – across homelessness, mental health issues, drug and alcohol problems, offending histories and other life issues, and experience of using services.

* 1. Commitment to Second Step

As a volunteer of Second Step you will have a commitment to follow Second Step guidelines for the role, as follows:

• A commitment of 12 months to volunteering, minimum 4 hours each week

• To attend induction and support sessions as required

• To maintain confidentiality

• To adhere to Second Steps Health and Safety guidelines

• To abide by and put into practice Second Step’s Equal Opportunities Policy

• You must be free from problematic drug / alcohol misuse and have been so for the past six months

* Be stable in your own mental health recovery
* Be living in stable accommodation
  1. Benefits of volunteering
* Comprehensive induction training and full induction into your role
* On-going support and regular catch up sessions with supervisor
* Out of pocket expenses including travel expenses
* Opportunities for personal development and progression
* Meet new people and volunteer alongside Second Step staff / partner agencies
* Chance to build your CV and develop new skills, attend training and workshops

Dear Applicant

Thank you for expressing an interest in becoming a volunteer with Second Step. We value the time you are taking to be a part of our team. The time volunteers give contribute not only to the service users but also the organisation as a whole.

Volunteering can be a great way to gain skills and experience in supporting others. This can benefit you in obtaining future employment and studies.

We welcome applications from all potential volunteers and understand that people come with a variety of different experience and skills. We also encourage those with lived experience of relevant issues such as homelessness, offending, mental health and drug / alcohol addictions.

Once we receive your application you will be invited to an interview with a member of our team.

If you are successful we will require:

* Two references
* To obtain a Disclosure and Barring Service Check (DBS). This is to ensure both your safety and the safety of the people that you may be working with. There is no cost involved for the volunteer. The process takes 2 – 6 weeks or longer. We will send you the details to complete the online application if you are successful at interview. Having a criminal record will not automatically prevent you from becoming a volunteer.
* You to undertake our volunteering training. This consists of six half days face to face, some E-learning you can do from home or if you require IT support this can be made available. We will also provide you with your service induction training if applicable.
* A commitment of up to 4 hours a week

**We would like to make our application process as accessible as possible. If you require any assistance in completing the form or have any queries please feel to contact us on 0117 9096630 ext 225.**

Please find the Volunteer Application Form attached. Once completed you can return it in the pre-paid envelope or email it to volunteering@second-step.co.uk.

We look forward to receiving your application form.

Best wishes

Volunteering Team

Second Step

#### Wellbeing College Course Support Application Form

|  |  |  |  |
| --- | --- | --- | --- |
| Name |  | Date of birth |  |

(You must be over the age of 18 to work with us):

Address

|  |  |
| --- | --- |
| Telephone number |  |
| Email address |  |

Please tell us how you heard about volunteering with Second Step

## Volunteer Roles

We have several volunteering opportunities within Second Step. Please score your first choice as number one then provide a second and third option you may also be interested in. We will do our best to match you with your preferred role and when this is not available this will be discussed with you after interview or training.

|  |  |  |  |
| --- | --- | --- | --- |
| **One to One Mentor** |  | **Service Feedback (Telephone based)** |  |
| **Peer Mentor**  (Golden Key only) |  | Activities Facilitators (Indoor / Outdoor) |  |
| **Course Support**  (Wellbeing College) |  |  |  |

**For more information on the roles available please visit** [**Volunteer Opportunities and Applications | Second Step Bristol**](https://www.second-step.co.uk/volunteer/volunteer-opportunities/)

**The volunteering services are needed during the week. Please let us know your availability:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Monday | AM |  | PM |  |
| Tuesday | AM |  | PM |  |
| Wednesday | AM |  | PM |  |
| Thursday | AM |  | PM |  |
| Friday | AM |  | PM |  |

Are you able to commit to a minimum of 12 months volunteering?

|  |  |  |  |
| --- | --- | --- | --- |
| Yes |  | No |  |

#### About you

Please use the space below to tell us about you and why you are applying to volunteer with Second Step. It would be helpful to include:

* What interests you in volunteering for Second Step?
* What do you hope to gain from the experience?
* Any relevant work experience, volunteering experience or qualifications.
* Any hobbies and / or interests you may have
* Any life experience i.e. your own or somebody close to you experiencing mental health, drugs and alcohol, physical health or housing issues

|  |
| --- |
|  |

Carry on to the other sheet if needed

|  |
| --- |
|  |

More about you

**Let us know if you have any support needs as this will help us to support you in your role and also match you with the volunteering opportunity that best suits you.**

Do you have any particular support needs? This could include:

* Mobility / physical health
* Learning
* Mental health
* Housing issue
* In recovery from alcohol or substance misuse

|  |  |  |  |
| --- | --- | --- | --- |
| Yes |  | No |  |

If YES, please specify any support you already have in place and detail how we can better support you to volunteer with us:

|  |
| --- |
|  |

Do you identify as a peer? This refers to somebody willing to use their lived experience in their role.

|  |  |  |  |
| --- | --- | --- | --- |
| Yes |  | No |  |

References

Please give the details of two people we can request a reference from who can comment on your suitability for this role.

Your referees should be people who have known you for at least 1 year. At least one of your referees should have known you professionally, e.g. an employer, tutor or support worker.

If you cannot supply a referee who has known you both for 1 year and professionally, please supply contacts that know you well but are not family members.

Please contact us if you have any questions about references.

Reference one

|  |  |  |  |
| --- | --- | --- | --- |
| Name |  | Relationship to you |  |
|  |  | How long have you known this person? |  |
| Contact number |  | Email address |  |
|  | | | |
| Home address |  | | |

Reference two

|  |  |  |  |
| --- | --- | --- | --- |
| Name |  | Relationship to you |  |
|  |  | How long have you known this person? |  |
| Contact number |  | Email address |  |
|  | | | |
| Home address |  | | |

|  |  |
| --- | --- |
| Certification and Consent | |
| I certify that the details in this application are correct and agree that any enquiries may be made or documentation requested to substantiate all statements made by me. I give my consent to record this information confidentially, and for it to be used to identify suitable opportunities for me, and for statistical purposes. | |
| Printed Name |  |
| Signature – Please type if completing electronically |  |
| Date |  |

Please return either by post or email to:

Email: volunteering@second-step.co.uk

Volunteering

Second Step

9 Brunswick Square

Bristol

BS2 8PE

Shortlisting is done purely on the basis of this application form; please do not send CVs or other documentation. Please ensure that all relevant information is contained within this form.

|  |  |
| --- | --- |
| Office use only  Approved by Volunteer Coordinator | Date |

## Equal Opportunities Monitoring Form

# Confidential

Any information you give to Second Step on this form will be treated in the strictest confidence. We will only use this information in accordance with the Data Protection Act for the purposes of combating discrimination and encouraging diversity. This information may be stored on manual and computer files.

**A ETHNIC ORIGIN**

Do you consider yourself to be:

|  |  |  |
| --- | --- | --- |
| **White** | Please tick |  |
| British |  |  |
| Irish |  |  |
| Gypsy/Romany/Irish traveller |  | Please write in \_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Eastern European |  |  |
| Other White background |  | Please write in\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
|  |  |  |
| **Mixed** |  |  |
| White and Black Caribbean |  |  |
| White and Black African |  |  |
| White and Asian |  |  |
| Other Mixed background |  | Please write in\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
|  |  |  |
| **Asian or Asian British** |  |  |
| Indian |  |  |
| Pakistani |  |  |
| Bangladeshi |  |  |
| Chinese |  |  |
| Other Asian background |  | Please write in\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
|  |  |  |
| **Black** **or Black British** |  |  |
| African (Non Somali) |  |  |
| Somali |  |  |
| Caribbean |  |  |
| Other Black background |  | Please write in\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
|  |  |  |
| **Other ethnic group** |  |  |
| Arab |  |  |
| Iranian |  |  |
| Iraqi |  |  |
| Kurdish |  |  |
| Turkish |  |  |
| Any Other |  | Please write in\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
|  |  |  |
| Preferred not to state |  |  |

**B GENDER**

Do you consider yourself to be:

|  |  |
| --- | --- |
| Male |  |
| Female |  |
| Transgender |  |
| None of the above |  |
| Prefer not to state |  |

**C AGE**

|  |  |  |  |
| --- | --- | --- | --- |
| 18-24 |  | 55-64 |  |
| 25-4 |  | 65+ |  |
| 35-44 |  | Prefer not to state |  |
| 45-54 |  |  |  |

**D DISABILITY**

Do you consider yourself to be disabled?

|  |  |  |  |
| --- | --- | --- | --- |
| Yes |  | No |  |

**E If Yes, how would you describe your disability?**

|  |  |
| --- | --- |
| Physical Impairment |  |
| Visual Impairment |  |
| Hearing Impairment |  |
| Deaf BSL User |  |
| Learning difficulties |  |
| Specific learning difficulties like dyslexia |  |
| Mental Health & emotional distress |  |
| Progressive disability/chronic illness |  |
| Autistic Spectrum Condition |  |
| Other |  |
| Do not wish to disclose |  |

**F Sexuality**

Which sexuality do you identify as:

|  |  |  |  |
| --- | --- | --- | --- |
| Gay |  | Lesbian |  |
| Heterosexual |  | Bisexual |  |
| None of the above |  | Prefer not to state |  |

**G Which Religion / belief do you most closely identify with?**

|  |  |  |  |
| --- | --- | --- | --- |
| Buddhist |  | Jewish |  |
| Christian |  | Muslim |  |
| Hindu None |  | Sikh |  |
| Prefer not to state |  | Other | Please write in\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

**H Are you EX-ARMED FORCES PERSONNEL?**

|  |  |  |  |
| --- | --- | --- | --- |
| Yes |  | No |  |
| Don’t know |  | Prefer not to state |  |

|  |  |
| --- | --- |
| **Date Form Completed** |  |