

**Role Profile**

**Activities Volunteer**

**Second Step**

**9 Brunswick Square**

**Bristol BS2 8PE**

**[2019]**

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

This role is to support service users in activities and groups that increase self confidence, social inclusion, and help people to find positive ways of spending time to improve wellbeing.

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

Activities will vary depending on the service this role is placed within, but could include:

* Supporting service users in activities and groups that increase self confidence, social inclusion, and help them to find positive ways of spending time to improve wellbeing
* Delivering, developing or supporting a member of staff with a weekly group (depending on the service and activity type)
* Using your own interests and sharing skills to engage service users in activities such as gardening, creativity, cookery, walking, relaxation, music, social activities, sport and photography
* Promoting activities to service users and encouraging them to get involved

 People Profile

* 1. Skills and experience required
* Good communication and interpersonal skills, communicating positively with service users and within the staff team, the ability to actively engage with and listen to others
* Enthusiasm and an interest in the particular group subject and the ability to share this, encourage and motivate others to engage with the activity
* You will need to be reliable, punctual and patient, and able to commit to a regular group
* Be non-judgmental and able to respect a person’s right to choose how they live
* Confidence to share your interests and experiences with service users appropriately
* 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