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**VOLUNTEER ROLE**

**Liaison & Diversion**

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| **POST:** | Volunteer  |
| **SALARY:** | Unpaid  |
| **ACCOUNTABLE TO:** | Peer Support & Volunteer Coordinator |
| **RESPONSIBLE FOR:** | N/A |

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| **ORGANISATIONAL EXPECTATIONS:** |
| Community Links aims to provide a high quality customer service adhering to the principles of best practice, promoting equal opportunities and working positively with diversity. Community Links is an ambitious, forward thinking organisation and you must be committed to developing and enhancing the services we provide.The organisation expects all its employees and volunteers to carry out their duties in a professional manner with a client focus, ensuring that respect and courtesy is shown to them, colleagues, other service providers and all those in contact with the organisation. You are expected to uphold the values and ethos of Community Links at all times. |
| **OUTLINE OF POST:** |
| * To provide Peer Support within the Liaison & Diversion Service through “Lived experience”.
* To offer personalized support to service users and forge better engagement with mainstream services which include substance misuse, mental health support, housing and counselling.
* To offer 1 to 1 support to service users to engage with services offering hope that recovery is possible.

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| **MAIN TASKS:** |
| 1. Be a point of contact for individuals requiring support
2. Where appropriate acts as an advocate on behalf of service users to promote access to and engagement with sources of support. Offer advice when required following lone worker guidance to service users and their families/carers, in relation to community support services
3. To develop and maintain effective working relationships with a wide range of support providers and maximise opportunities for service users and volunteers
4. Attend relevant meetings/groups across the service area, professionally representing the service.
5. Willingness to share their personal “ Lived “ experiences as appropriate with services users and colleagues
6. To be involved in and lead in the facilitation of “support” groups for Service Users.
7. To promote and participate in service user engagement activity e.g. posters, advertising activities, service directories and client resources
8. Record contacts and activities with service users through reporting to the L & D team in an accurate and timely way.
9. Keep up-to-date with and adhere to policies, guidelines, procedures and practices.
10. Participate in team meetings and other meetings as required.
11. Represent Community Links in a knowledgeable and professional manner at all times.
12. Maintain appropriate professional boundaries at all times.

**Please note** this job description is not intended to be exhaustive. There will be opportunities for the Volunteer to develop and progress towards their personal aims and goals identified at the commencement of the placement which are in line with Liaison and Diversion. |