



Support Volunteer

The Youthline Support Volunteer will provide a professional safe environment for young people between the ages of 12 to 25 and the people who work with and care for them.

ROLE DESCRIPTION

- To work once a week on a three-hour rota with to support counsellors / placement students.
- Greet visitors in a timely and friendly manner.
- Welcome clients sensitively and seat them in the waiting area.
- Maintain client privacy and confidentiality at all times.
- Check telephone for any messages, action them or record messages in the diary.
- Answer incoming calls, action them or record messages in the diary.
- Complete New Client Booking Form for any telephone or 'drop in' clients wanting an appointment.
- Record any cancellations in the rota.
- Assist counsellor / placement student to call clients as appropriate.
- Remind counsellors to check their rota if there is any missing information.
- Maintain 'New Client Starter Packs'.
- Other administration/Fundraising tasks as advised by Practice Manager.

YOU WILL BE EXPECTED TO

- To provide considerate and respectful support to your Rota colleagues as stipulated in the policies and procedures manual.
- To attend an initial induction day.
- To be alert to young people and vulnerable adults expressing concern about their own and other's welfare and to follow Youthline's Safeguarding and confidentiality procedures.

Fire Marshall

In the event of a fire:

- You pick up the rota folder and fire file to account for all persons in the building.
- Advise counsellors and clients to leave the building immediately in a calm but swift manner without putting yourself in any danger.
- Ensure you leave the building through the main entrance, or through the fire door in room 2.

- When you are at the Fire Evacuation Point, ensure all persons are accounted for. If all persons were not accounted for, advise the fire brigade.

Training

- To engage in mandatory training specified by Youthline which includes training in Safeguarding Vulnerable Adults and Child Protection.

LINE MANAGEMENT

- To attend annual one to one with your Line Manager.

COMPLIANCE AND CONFIDENTIALITY

- To promote anti-discriminatory practices which uphold the rights of all individuals equal access to services irrespective of race, religion, colour, nationality, ethnicity, marital status, sexual orientation or disability.
- To promote equal opportunities and an open approach in all areas of work bearing in mind the need to maintain appropriate confidentiality at all times.
- To ensure compliance with health and safety, child protection and data protection regulation in accordance with Youthline Policy and legislation.

TERMS:

- Successful enhanced DBS check by Youthline,
- Safeguarding vulnerable adults and young people training every three years,
- Probation period for the first three months and demonstrated competency,
- To attend individual one to one annual review.
- One months' notice period.

PERSON SPECIFICATION

SUPPORT ROLE

Skills	
<i>You will have a real interest in (and maybe experience of working with) young people and want to help make a difference to their emotional well-being.</i>	<i>Essential</i>
<i>You will want to help ensure the continued success of Youthline – that involves helping us to continue to run smoothly, seeking funding opportunities, protecting our reputation and acting as an advocate for us in the local community.</i>	<i>Essential</i>
<i>You will have some time that you can devote to attending Youthline for a minimum of 3 hours per week on the same day and time.</i>	<i>Essential</i>
<i>Initiative and ability to manage own workload</i>	<i>Essential</i>
<i>Good organisational and admin skills</i>	<i>Essential</i>
<i>Collaborative work ethic</i>	<i>Essential</i>
<i>Excellent communication skills</i>	<i>Essential</i>
<i>Willingness and ability to learn new skills</i>	<i>Essential</i>
<i>Ability to work independently and as part of a team</i>	<i>Essential</i>
<i>The ability to priorities and plan workload</i>	<i>Essential</i>

<i>Good oral and written communication skills</i>	Essential
<i>Word Processing & Spreadsheets - Excel</i>	Desirable
<i>An understanding of the meaning and importance of client confidentiality and Youthline's child protection policy.</i>	Essential