

YOUR ROLE AS A TURN2US VOLUNTEER VISITOR

Background	You will be helping individuals who have contacted us to access financial support in the form of a one-off or time limited cash grant. Out Grants Team staff will already have reviewed these individuals applications to our Elizabeth Finn Trust and made a decision that a grant could be awarded. However, they would like a volunteer to undertake a home visit to that individual to get a little more additional information or simply to check on their circumstances.
Where	This role is home-based with travel to the individual's home that we have asked you to visit.
When	Visits are undertaken as and when we have an individual near to you who requires a home visit. The nature of this role does mean that the frequency of visits is very "ad-hoc" as we are dependent on a person near to you contacting us for assistance. However, you can opt to get involved with one of our County Committees as well who help us with fundraising activities if you are interested in doing so.
Time Commitment	Each visit will take up to an hour and there is also the travel time either side. We do not ask our volunteers to make home visits outside of our office hours which are Monday-Friday 9.00am – 5.00pm. We will ask that you commit to accepting a minimum of four visits per year (although some of our volunteers who are willing to travel greater distances do undertake more but that is your own personal choice) Once you have conducted the initial visit, if it is a time limited grant you will be asked to undertake another two annual visits which provides us with up-to-date information. If you have ceased volunteering with us during that time, that visit will be assigned to another volunteer
Tasks involved	Using our visit proforma, you will carry out in-depth interviews with individuals in their own homes. This will include seeking confirmation of their personal contact details; that they are indeed eligible for one of our grants; general information about their home circumstances and general health and also exploring the reason for their request for our assistance.

<p>Skills required</p>	<ul style="list-style-type: none"> • Excellent communication skills, particularly the ability to chat to someone in a constructive manner whilst effectively utilising your listening skills • Experience of contact with a wide range of people from a variety of backgrounds would be helpful • The ability to show empathy whilst remaining objective • Confidence to undertake visits • An understanding of the need for confidentiality in respect of the information disclosed to you and the handling of the subsequent report that you send back to us • A good standard of English so that you can complete the report proforma – these can be either handwritten and submitted to us via Freepost or typed and returned via email – in a clear, unambiguous and concise format • Computer skills and preferably a willingness to be contacted via email if possible as this reduces our costs and increases the funds we have available to help those in greatest need. However, we can also communicate with you via post if preferred • A willingness to attend refresher training sessions every couple of years to ensure that you remain up to date with regard to our procedures and services • Organisational skills and time management to manage your scheduled appointments • Willingness to travel either in your own vehicle or by public transport • Willingness to adhere to all relevant organisational policies and procedures during your time as one of our volunteers
<p>Training and Support</p>	<ul style="list-style-type: none"> • All volunteers are asked to attend an initial 4 hour training workshop which covers the key elements of our volunteering programme (including our Volunteer Policy, how to claim expenses etc) an induction into the background and current status of the charity; how to conduct the visit and produce the report and an overview of personal safety guidelines. A shadow visit is usually arranged prior to you undertaking a solo visit – you will not be asked to undertake visits until you are confident you are ready to do so. Refresher training is provided as outlined above • Volunteers are further supported by our dedicated Volunteer

	<p>Support Manager and our Volunteer Support Officers. The latter will be your primary liaison point for arranging visits, dealing with expenses and confirming your attendance at trainings etc. Contact details will be provided at your training session</p> <ul style="list-style-type: none"> • Expenses are provided in line with our policy and reimbursements are made in line with current HMRC Mileage rates for car travel and against receipts for other expenditure items e.g. food/refreshments • Further support and updates on the work of our charity are provided through regular communications in a variety of formats
<p>What's in it for you</p>	<ul style="list-style-type: none"> • This role is ideal for someone who wants to help others but who cannot commit to a regular day or time. You arrange visits for a mutually convenient time between yourself and the individual we have asked you to see so it fits in with your lifestyle but gives you the opportunity to see the impact your intervention can have first hand • If you are on a Health and Social Care Course – or thinking of a career change into social work – this will give you a flavour of supporting those in need of help due to a change in their personal circumstances • It will give you the opportunity of being part of a national charity which has achieved the Investing in Volunteers quality mark for our volunteering programme • You can also broaden your social circle if you opt to be put in touch with other Volunteer Visitors in your area and/or one of our County Committees
<p>Additional information</p>	<ul style="list-style-type: none"> • This role does not meet the criteria for formal vetting of volunteers under the new Disclosure and Barring Service regulations but we will ask you to supply two referees to attest to your suitability for this role • We ask that you complete the diversity monitoring form attached to the application form because this helps us develop and grow our volunteer programme to ensure we are involving as wide a range of people as possible • In respect of data protection we adhere to current legislation and will provide you with guidance during training about storing confidential information. Your details will be stored safely and never passed on to other agencies without your prior consent