

VOLUNTEER MENTOR

TASK DESCRIPTION

Title:	Volunteer Mentor
Location:	Capital House, 134-138 Romford Road, Stratford, London, E15 4LD
Pay:	DASL will reimburse work related travel to the value of the cheapest/most reasonable form of transport and type of ticket
Holidays:	To be negotiated
Hours:	These will be negotiated with each of the volunteers.
Responsible to:	Newham Service Manager

Background

Drug & Alcohol Service for London (DASL) is a community based registered charity providing alcohol and drug services to people misusing substances and those affected by the use of others. DASL provides a Community Alcohol Team that includes ambulatory alcohol detoxification, group based support and one to one counselling. Also DASL provides group based support to people who have drug problems and those on a criminal justice order.

Purpose

The role of a volunteer mentor is a commitment and responsibility by an individual, who has gone through a process of recruitment and selection. Their work is monitored, supported and supervised within the policy framework and guidelines of the organisation.

Volunteers with DASL play a key role in supporting the service users who use our service. Volunteers are in a position of trust as they establish a one to one relationship.

In working with the service user the volunteer will provide a supportive relationship that enables the service user to build their sense of self worth, their confidence and skills. Through involvement in a wide range of activities, the volunteer may be in a position to support them to achieve their goals and move forward positively.

Tasks

The tasks undertaken by a volunteer will vary depending upon the needs of the individual they are supporting but will at all times be governed by the policies and procedures operated by DASL.

The following list provides the range of tasks and the approach to be adopted by a volunteer whilst working with the scheme:

- To develop and promote a positive relationship with the service user with whom the volunteer is matched
- To establish and maintain appropriate boundaries in the befriending relationship
- To agree with the service user the types of activities they wish to undertake, ensuring that these comply with DASL's safety requirements
- To provide input which acknowledges a persons' right to make decisions for

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themselves, which is non judgmental and supports the individual to achieve their goals.

- To be consistent and dependable when working with a service user
- To recognise that the relationship with the service user may be challenging due to the needs and circumstances of the service user and being realistic about what can be achieved in your relationship with them
- To agree to abide by the confidentiality policy and the other policies and procedures of DASL
- To work in conjunction with the staff of DASL, to provide a quality service, by participating in support and supervision sessions with DASL staff, referring concerns about the service user where appropriate and completing monitoring forms
- To offer an accepting and understanding presence and work within a non-discriminatory framework

Experience and Skills

DASL wants to promote an inclusive service that recognises the wide range of skills and experiences that volunteers can bring to the scheme that will support the development of the service users taking part in the scheme.

The volunteer person specification attached outlines the range of skills, experience and attitudes that we feel would be relevant to this post.

Essential Requirements

All potential volunteers prior to being taken on to work with the service users are required to successfully complete an initial induction. In addition, as this position involves working with vulnerable individuals volunteers will subject to an Enhanced Criminal Record Bureau check.

Volunteer Mentor Person Specification

Volunteer Mentors will come from all walks of life, with a range of experiences and skills to offer. There are no specific educational qualifications required and we aim to recruit people with potential as well as those with relevant experience or qualifications. We are looking for people who will embrace the principles and values that we promote when working with service users and see something of themselves in the following person specification

Probationary Period

There will be a probationary period of 6 weeks after having been matched with service user/s followed by a review.

DASL OPERATES A NO SMOKING POLICY

**VOLUNTEER MENTOR
PERSON SPECIFICATION**

Criteria

Measured by:

The success applicant will:

Personal Qualities

- Be able to form positive, supportive relationships with others
- Able to communicate well with other people, particularly adults and be a good listener
- Are self aware and able to reflect on how situations may affect you and the service user.
- Are able to reflect on your relationship with the service user
- Are comfortable working on your own, relying on your own initiative and commonsense, but also know when to seek support
- Some insight into the potential significance and importance of the relationship
- Are reliable, consistent, dependable and have an ability to handle a level of stress
- Are able to put your own needs and views to one side and focus on the needs of the service user
- Can relate to the issues and challenges facing adults
- Willingness to question own assumptions
- Can accept that being challenged or let down by other people is a natural part of life and may occur in your relationship with the service user

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Personal Values

- An ability to accept people for who they are
- A respect for others as being of equal worth
- An ability not to impose your own values and beliefs on others
- An ability to appreciate and value the differences between people
- An ability to understand others choices and lifestyles and their right to make decisions for themselves
- Working with hope – being realistic about what can be achieved without becoming cynical
- A belief that we can make a difference, that no situation is hopeless

I

Organisational Issues

- Able to understand and work within the organisations boundaries and policies
- Able to work within the organisation's confidentiality policy
- Able to actively take part in support and supervision sessions

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- Able to organise meetings with the service user and monitor whether these are successful
- Able to complete the record sheets for meetings with the service user
- Able to commit to a weekly or fortnightly for a few hours at a time for a minimum 3 month period

How Measured: A: Application; I: Interview.