

## **Volunteer Role Description**

All volunteers will deliver their services as per the task linked Role Description below and the Generic Volunteer Role Description along with their mutually agreed activity plan as developed and monitored by the organisations identified volunteer support line manager.

### **Attending Appointments**

Many of those we support find it difficult to attend appointments, be it a trip to the dentist or a job centre visit. We need people to help.

- Attend one to one sessions with the service user(s) and project support staff to get to know the individual and build a trusting and supportive relationship
- When appropriate, make telephone calls/texts to service users prior to appointment to encourage attendance
- Assist service users with specific elements of the meeting e.g. literacy
- When appropriate, assist the service user with telephone/IT communication e.g. arranging an appointment/follow-up meeting

It is important that the support provided remains within clear professional boundaries of befriending and is conducive to developing independence

There are administration and record keeping requirements relating to this role.

Day(s):                      Monday to Friday (days to be arranged)  
Time:                         Variable depending on need