

Role Description: Independent Living, Community Connector Support Volunteer

About the British Red Cross

The British Red Cross helps millions of people in the UK and around the world to prepare for, respond to and recover from emergencies, disasters and conflicts.

We are part of the global Red Cross and Red Crescent humanitarian network and we refuse to ignore people in crisis.

About this service

In the UK, our health and social care work offers valuable time-limited support for individuals vulnerable to crisis. For people experiencing social isolation and loneliness our service enables people to access services and support to lessen the associated impact and reconnect into their communities.

About this role

Could you help people in your community who are lonely or isolated?

The aim of the Community Connector role is to support people affected by social isolation and loneliness and to help them gain confidence and to reconnect to their community in partnership with existing and new partner organisations. We will place the person at the centre of what we do and help them by offering positive encouragement, practical help and emotional support, for up to three months, depending on their needs.

Typical tasks include

- > Being aware of and keeping up to date with local community services appropriate to our service users with support from the Community Connector Manager.
- > Supporting lonely & socially isolated service users to build confidence, self-esteem and to regain independence
- > Listening to people's needs, aspirations and concerns and co-creating a step plan to ensure the person meets their aims. This may involve providing advice on regular, healthy nutrition and hydration and managing hygiene.
- > Supporting people to attend local community services suitable to their needs, helping them identify other activities in the area and going with them as necessary. This enables access to various health/medical appointments, social activities, shopping, transport and other community services. This may involve travelling with service users or transporting them using your own vehicle where appropriate.

- > Offering signposting to British Red Cross and other organisations' services
- > Maintaining contact with the service user to monitor progress against goals and phase out contact as loneliness and social isolation is alleviated.

What we are looking for

We keep the service user at the heart of what we do, working to understand their needs and the difference we make. You need to have good interpersonal skills, diplomacy; communication and teamwork skills and full training can be given for any necessary technical requirements. Also:

- > Sensitivity when working with people affected by social isolation and loneliness and an interest in their well-being and finding pathways out of loneliness
- > An ability to maintain service user confidentiality
- > An ability to provide patient, positive encouragement with the aim of helping people to help themselves
- > Good understanding of community groups and networks in the local area with an ability to develop lasting partnerships (we will also provide you with additional information where needed)
- > An ability to work independently and as an effective member of a team
- > Ability to travel with service users to local groups and events which may include using your own car to drive the service user, and could include transporting their children.
- > This role requires a DBS/PVG/AccessNI check to the appropriate level
- > Full drivers licence and access to own car is desirable but not essential.
- > Willingness to attend volunteer induction and appropriate training for the role
- > Uphold the Fundamental Principles of the International Red Cross and Red Crescent Movement and adhering to the Society's Equal Opportunities Policy

What we offer

- > The chance to work with a variety of different people from different walks of life and make a real difference to their lives
- > A great opportunity to develop your existing skills and to gain new ones
- > The company of a warm and friendly team of like-minded people
- > Reimbursement of reasonable out-of-pocket expenses when on duty

Being a volunteer for the British Red Cross means that you can proudly say you are part of the world's largest humanitarian organisation.

Young People and this role

We value the energy and enthusiasm that young people bring to this role. Anyone can volunteer with the Red Cross from the age of 15. An individual risk assessment, parental consent and safeguarding considerations will be required from those aged 15 – 17. Volunteers will need to be at least 18 to visit service users on their own but those aged 15 – 17 can be involved in a variety of activities such as promoting the service, supporting service volunteers, providing administrative support and undertaking training, if appropriate.

Core learning/requirements

Approximate training hours 23.

Minimum Induction – will include

Introduction to Line Manager and role description discussed

H&S briefing pertinent to the site they will normally be operating from

Familiarisation with any equipment required to carry out the role

Workwear received, if required for the role

Full Induction – will include

British Red Cross Foundation Course e-module (IN-FCEL)

Foundation Course (IN-FC)

In-service training

Co-Op Community Connector Workbook (IL-CCC-17)

Duty of Care in Independent Living (IL-DOC-14)

Support Planning and Top3Goals (IL-TTG-15)

Dementia awareness (GE-DASI-14)

Mental Health First Aid (II-MHFA-15)

Systems training - UCLA tool

Understanding Grief and Loss (II-GL-15)

Accreditation for Prior Experience and Learning (APEL)

We value the skills and experience that people bring to the organisation. We will work with you to look at your knowledge and skills and help make an assessment about which

elements of the learning for your role you will need to complete with us and recognise where you may already know all that you need to confidently and safely carry out your duties. We want to try and make sure that you get all the training you need, no more and no less.