

Volunteer Role Description

Role title	Recovery Support Volunteer
Team reporting to	Reach - North
Location	Gillingham, North Dorset
Brief description of Project	
Reach is a Waythrough service, and it is the commissioned community drug and alcohol provision for Dorset. It provides a range of support, interventions and treatments for adults and young people wanting to make positive changes to their drug and/or alcohol use, as well as supporting family members and running campaigns and events that raise awareness of addiction and celebrate recovery in the community. Reach is delivered in partnership between Waythrough, Avon and Wiltshire Mental Health Partnership, and Essential Drug and Alcohol Services. This role is based with the adults service.	

Details of the role & tasks
The role: Recovery Support Volunteers can be involved in various aspects of service delivery. It is a front line, client facing role and may involve a focus on one particular area, such as group work or Duty support, or, it may involve a combination of tasks and activities. We are looking for a team player with a willingness to learn. Tasks may include: • Support people engaged in support with Reach to achieve their Recovery Plan goals • Support the facilitation of structured and unstructured group work programmes, both virtually and face to face • Support and empower individuals to engage in recovery activities, including those provided by Reach and the wider community • Conduct welfare and check-in phone calls • Be the first point of contact for individuals, professionals, or family members, taking referrals as appropriate • Provide Brief Interventions, including those focussed around harm reduction • Use Halo (internal case management system) to document sessions and support the team with updates and audits • Identify and report any concerns or risks to the Duty staff or Duty Manager • Potential to offer 1-1 support to individuals and hold a small caseload; from point of assessment through to ongoing recovery support – once

confident and competent to do so, and alongside the support and guidance of your supervisor

Personal qualities

Skills we would like you to bring to the role:

- Welcoming, friendly and an ability to put other people at ease
- Good IT skills
- Good written communication skills
- Non-judgmental towards people facing challenges in their lives, including around drug and/or alcohol use and/or mental health
- Confident to contact people by email / phone
- Good time keeping
- Able to work as part of a team, on own initiative and to instruction
- An understanding of Waythrough – information is available on our website
- A genuine interest in being part of the mission and vision of Waythrough
- Ability to maintain professional boundaries, adhere to Waythrough policies and media guidelines, engage in supervision, and complete relevant training

Waythrough

What Volunteers can expect from us:

Volunteering with Waythrough offers people a unique chance to have a significant positive impact on people's lives. We work both with and within diverse communities across the UK and every day we see people making positive changes to turn their lives around. We also offer:

- Regular supervision and support
- Induction and access to online and face to face training
- To learn and practice new skills within a teamwork setting
- To feel part of a team and the wider Waythrough organisation
- Reasonable travel expenses reimbursed with proof of journey
- Opportunities to progress and experience other areas of Waythrough's work

Our values:

Our values underpin everything we do – from how we work together through to how we design and deliver services. All our work to fulfil this vision is strengthened by our

values.

- Kindness - be generous, caring and understanding.
- Courage - be bold, trust, commit.
- Respect - everyone deserves dignity.

Location: The role will be based in Gillingham.

Timing: We are looking for someone who can offer around 10 hours a week, exact hours can be flexible and discussed at interview.

Training: Volunteers have access to Waythrough's training platform, LearningKind, and will be asked to complete a number of training modules within their first 3 months.