

Community Group Volunteer (Wirral & Shrewsbury)

General Volunteer Roles and Responsibilities

- Be non-judgemental as Caritas works with people of any gender, family status, sexual identity, and from any ethnic origin, culture or religion, or those recognised as having a protected characteristic.
- Be a friendly face for visitors.
- Participate in the activities taking place in the Group, when appropriate.
- Signpost group members to upcoming events, activities and drop-ins.
- Be part of a team and work with the Community Support Worker to deliver a high level of service.
- Carry out duties in a manner that reflects Caritas' values at all times.
- Ensure confidentiality is maintained unless there are safeguarding concerns which should be raised with the staff member present, immediately.
- Be available to help set up prior to group and tidy away afterwards.
- Be prepared to keep records e.g. registration sheets, appointments, accidents, etc.

It is expected that volunteers will:

- Be empathetic sensitive to needs.
- Be a good listener.
- Be reliable.
- Be able to work as a member of a team.
- Agree to DBS check.
- Attend supervision and training sessions as needed.
- Work in accordance with the Caritas Safeguarding Policy.
- Adhere to Caritas' rules, procedures and standards, including health and safety procedures and its equal opportunities policy in relation to its staff, volunteers and clients.