

# Volunteer Role Profile

Volunteer Role	<b>IRWC Learner Support Volunteer</b>
Volunteer Manager	<b>Lucie Twigg</b>
Where you will be based	<b>Hospital</b>

## Why we want you

This post holder will provide individualised learning support to IRW Centre students. This will be learning support on specific courses & workshops, that align with the post-holder's own expertise.

## What you will be doing

- Share in the Learning Environment with service users.
- Support individual students on courses/workshops, who have requested this level of support on enrolment.
- Support IRWC staff and all service users, including but not exclusive to: Carers, CWP staff members, staff from external agencies, and individuals accessing CWP services within mental health support; with the aim to help them in getting the most they can from their experience within the IRWC courses/workshops.
- Support IRWC students with their learning.
- Support service users in helping them decide what course is best suited to them.
- To act in accordance with staff direction and suggestion and to remain in-keeping with a tailored and mutually agreed level of support within the course/workshop.
- Help the IRWC staff create an environment ready for learning, e.g., organise and set out refreshments/resources needed for a course/workshop.

## The skills you need

- The post holder must understand the importance of confidentiality.
- To maintain confidentiality and personal & professional boundaries with students and within all areas of the role, at all times.
- The post holder must adhere to all Trust policies and procedures relating to the area of work.
- Be knowledgeable about the prospectus; offering advice & information to students/service users/carers/staff..
- The post holder must be able to communicate with a range of people in a professional manner, as a representative of the Trust.
- Ability to recognise own limitations, and communicate within part of the professional team, with an ability to explore different options.
- Ability to promptly communicate any concerns for the safety or wellbeing

- of an individual or the IRWC environment, to a member of the IRWC team.
- A caring and compassionate disposition, conveying a sense of respect and appreciation for students.
  - The post holder must present in clean, smart clothes, and be approachable at all times.
  - The post holder must uphold the values of IRWC whereby they contribute to creating a safe and non-judgemental space for individuals to engage in the recovery process.
  - Willing to engage with training.
  - Qualities of patience, tactfulness and enthusiasm, with a firm understanding and appreciation that people have differing perceptions and world views.
  - An understanding of diversity & commitment to equal opportunities.
  - The post holder must complete all necessary Induction processes & Training
  - Ability to share personal experiences appropriately.

### **What's in it for you**

- We are so grateful for all of our Volunteers!
- They play a very valuable role in supporting nearly every area of our work, and they help out in a range of different roles.
- Learning new skills.
- Making new friends.