

Headway South West London Volunteer role description

Role title: HSWL Volunteer

Key relationships:

- Service users and their friends and families
- Carers
- Group facilitators
- Volunteers

Remuneration: This is an unpaid role.

Background

HSWL is a small independent registered charity (affiliated to Headway UK) that provides services for people with brain injuries, their families, friends and carers. We run monthly groups (Balham, Wimbledon, Croydon, and Richmond), social outings, visit our allotment, and provide support groups for carers. We cover the London boroughs of Merton, Croydon, Richmond, Kingston, Wandsworth and Sutton.

Task description

- To work with the group facilitator and other volunteers to plan and organise group meetings, social events, and activities for people who have had a brain injury and their carers.
- To help make necessary arrangements and preparations ahead of group meetings and social events.
- To ensure invitations for group meetings and social activities are sent out in advance to service users and carers and to keep a record of RSVPs.
- To arrive early at the venue and help set up the room and materials for group meetings and social events.
- To welcome everyone who attends group meetings and social events and encourage all service users to get involved in discussions and activities.
- To provide any assistance service users need to participate in social activities.
- To respond to queries from service users, signposting them to sources of further information where necessary.
- To ensure the attendance register is completed.
- To distribute leaflets and other literature about Headway South West London.
- To prepare and serve refreshments.
- To encourage service users to provide feedback to help improve services.
- To help clear up as the event draws to a close so the venue can be vacated promptly.
- To undertake other tasks appropriate to the role as required by the group facilitator.
- To make a positive contribution to monthly meetings with other volunteers and assist and attend social events.
- Ensure that you are familiar with Headway South West London's policies and procedures and that these are followed at all times, including: Health & Safety, Confidentiality, Safeguarding, Equality & Diversity, Data Protection and Risk Management.

Personal qualities and skills:**Essential**

- Empathy with and understanding of the aims and purpose of Headway South West London and its committed, non-judgmental approach to the service user group.
- Ability to engage with and work respectfully with people in the service user group and their families and carers, in both one-to-one and group situations. This includes people with brain injuries who have acquired communication disabilities and/or who may present with challenging behaviour.
- Ability to work effectively as part of a team.
- Excellent verbal and written communication skills.
- Ability to remain calm under pressure.
- Is open to new ideas and is willing to try them.
- Is reliable, well organised and punctual.
- Is committed to providing excellent services.
- Good understanding of, and commitment to, the importance of equality of opportunity and the value of diversity

Desirable

- Experience of working with people who have had a brain injury.
- Knowledge and understanding of brain injury and the care pathways for people with brain injury.