

# Outreach Volunteers

“Help people reach us and other services wherever they live in our region”

## What is an Outreach Volunteer?

Outreach Volunteers allow us to reach people with information about our service and how to access other services across Cambridgeshire and Peterborough.

## What will I do?

You'll be given a rough geographic area to cover, near to where you live. The Volunteer Co-ordinator will provide details in advance of what Outreach activities are available for you to take on. This may include attending local services and events to provide information on advocacy services, providing 1:1 support for residents or helping people to refer themselves for advocacy services.

In addition, you may provide one off support for people with care and support needs. For example, supporting them at meeting with the Citizen's Advice Bureau or the Benefits Office.

At the end of the session the Volunteer Coordinator will call to check everything has gone ok. Then you will write up your notes and send them to the Volunteer Coordinator.

The time commitment for this role varies, depending on the session, event or support you are providing. However, as an estimate it may require approximately 3 hours a week. If you are covering a rural part of the country, access to a car is highly desirable.

## What can I expect from TVCP?

The opportunity to make a positive difference to people in need, and to support vulnerable people in your community.

The opportunity to learn new skills, meet new people and gain experience in your chosen volunteering role/s.

Volunteer induction training and training specific to any volunteering role you undertake.

1:1 Support from TVCP staff including regular feedback.

A reference if you complete over six months of Volunteering.

## What will Total Voice expect of me?

To complete the recruitment process including having a current DBS (this can be arranged through TVCP).

To complete all necessary training.

To perform your role in a way that is consistent with VoiceAbility's values of being: Passionate, Empowering, Collaborative, Honest and Resourceful.

Understand and sign the Volunteering Agreement.

# Care Home Visitors?

“Speak up for someone who has lost their liberty”

## What is a Care Home Visitor?

Care Home Visitors support our Relevant Person Representative Advocates (RPR). RPRs work with someone in a care home or similar location, who:

- Is not able to make decisions for themselves.
- Has no close friends or family who are willing and/or able to represent them.

RPR Advocates visit the relevant person regularly and ensure that they are being well looked after. A Care Home Visitor would work alongside the RPR Advocate to support the Advocate's work. Care Home Visitors help us visit the person frequently and ensure someone is speaking up for their care needs and rights regularly.

## What will I do?

You will be introduced to an RPR Advocate whose work you will be supporting. They will then introduce you to one or more of the relevant people they are responsible for (advocates may be working with more than one person in a care home – it will be completely up to you how many people you wish to support.) At the first meeting with the person you will look at their care plan with the advocate and discuss any issues you need to be aware of.

You will then continue to meet the person on your own. The frequency of these visits will be agreed with the advocate. In most cases, you will meet with the person once a month for approximately 30mins to an hour, making sure each time that their care needs are being met. After every visit you will complete a brief report and send it to the Advocate. If you raise an issue, the Advocate will take over. If everything is fine, every third month the Advocate will come with you. They will write a report based on what you have both observed.

## What can I expect from TVCP?

The opportunity to make a positive difference to people to people with care needs who have no-one else to represent them.

The opportunity to learn new skills, meet new people and gain experience.

Volunteer induction training and training specific to any volunteering role you undertake.

1:1 Support from TVCP staff including regular feedback.

A reference if you complete over six months of Volunteering.

## What will Total Voice expect of me?

To complete the recruitment process including having a current DBS (this can be arranged through TVCP).

To complete all necessary training.

To perform your role in a way that is consistent with VoiceAbility's values of being: Passionate, Empowering, Collaborative, Honest and Resourceful.

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# Hospital Volunteer

“Support for our partners when they need it most”

## What is a Hospital Volunteer?

Hospital Volunteers support the work of our Independent Mental Health Advocates (IMHAs) by providing crucial 1:1 support to patients at one of the region's mental health hospitals.

The role of the IMHA is to provide an additional safeguard for patients who are subject to the Mental Health Act 1983. They support patients to exercise their rights and ensure they can participate in the decisions that are made about their care and treatment. They help qualifying patients to obtain relevant information and to understand their position including their rights and aspects of their treatment.

## What will I do?

You'll be allocated a Community Meeting and a ward to attend at one of our local mental health sites (currently Fulbourn in Cambridge and Edith Cavell in Peterborough). You'll visit once a week for approximately an hour. You'll provide information about advocacy services and you may help patients who want to access one of our Independent Mental Health Advocates (IMHA). You may speak to patients who need issues raising with ward staff, such as if they would like to see a doctor, or concerns about their medication. At the end of the session the Volunteer Coordinator will call to check everything has gone ok.

You will write up notes and send these to the Volunteer Co-ordinator.

## What can I expect from TVCP?

The opportunity to make a positive difference to people with mental health needs.

The opportunity to learn new skills, meet new people and gain experience in your chosen volunteering role/s.

Volunteer induction training and training specific to any volunteering role you undertake.

1:1 Support from TVCP staff including regular feedback.

A reference if you complete over six months of Volunteering.

## What will Total Voice expect of me?

To complete the recruitment process including having a current DBS (this can be arranged through TVCP).

To complete all necessary training.

To perform your role in a way that is consistent with VoiceAbility's values of being: Passionate, Empowering, Collaborative, Honest and Resourceful.

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# Support Session Volunteer

“Help make it easier for our partners to get the support they need”

## What is a Support Session Volunteer?

Support Session Volunteers work with people face to face, by phone or electronically who may want to understand about advocacy and what support may be available to them through TVCP. They may also help people to work out one-off issues, for example how to contact their GP. These volunteers allow us to reach people who either would have to wait longer for an advocate or wouldn't access our service at all. If necessary, these volunteers support people to refer themselves to advocacy services.

In addition, these volunteers work on producing accessible materials to help to more people to understand advocacy services.

## What will I do?

You'll attend one of our weekly Support Sessions (at the same time and location each week) to undertake some of the tasks describes above. Before the session, the Volunteer Coordinator will be in touch to let you know what tasks you will be undertaking. At the end of the session the Volunteer Coordinator will call to check everything has gone ok.

You will write up notes and send these to the Volunteer Co-ordinator.

This role requires a commitment of approximately 3 hours a week; 2 hours for the Support Session and about 1 hour to write up notes.

## What can I expect from TVCP?

The opportunity to make a positive difference to people in need, and to support vulnerable people in your community.

The opportunity to learn new skills, meet new people and gain experience in your chosen volunteering role/s.

Volunteer induction training and training specific to any volunteering role you undertake.

1:1 Support from TVCP staff including regular feedback.

A reference if you complete over six months of Volunteering.

## What will Total Voice expect of me?

To complete the recruitment process including having a current DBS (this can be arranged through TVCP).

To complete all necessary training.

To perform your role in a way that is consistent with VoiceAbility's values of being: Passionate, Empowering, Collaborative, Honest and Resourceful.

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