



OUTREACH VOLUNTEER BOOKLET

November 2020

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Welcome Note

Outreach recognises the value of offering opportunities to be involved within the organisation as a volunteer. For example, within Outreach residential supported houses, offices and/or at the Outreach community space.

In becoming a volunteer for Outreach, this will offer the volunteer the opportunity to gain experience, knowledge, awareness and skills; such benefits being allied to personal and professional development. For example, in respect of their chosen career paths and education; as well as giving individuals throughout the course of their volunteering with Outreach. The opportunity to “*become the difference, that makes the difference*” in respect of people’s lives and/or in giving something back to the local and/or wider community.

Outreach will through its volunteer programme, appropriately recruit and involve volunteers from within the respective local communities served by Outreach and/or where appropriate from beyond local boundaries. This being with the intent of broadening and expanding volunteer involvement opportunities and in helping Outreach to meet its own aims and objectives in the support of vulnerable adults and services offered.

Outreach will recruit and select volunteers, to volunteer in shadowing support roles within supported houses. Whilst at the Outreach community space, volunteering roles would include for example, those of receptionist/concierge, trainers and community activities facilitators etc.

Outreach will through its volunteering programme also seek to create and offer new bespoke volunteering opportunities to enhance existing services and/or create new ones, activities and/or opportunities in respect of the needs, wants and desires of its service users and the community.

This will be achieved in discussing with potential volunteers, their own thoughts and ideas, hopes and desires, aims and objectives in respect of volunteering with Outreach, and in identifying existing skills, knowledge, awareness, experience, talents and attributes, and where these can be supported in making things happen, allied to individual personal and or professional development.

Volunteer recruitment will be diverse and inclusive and will not disproportionately favour any one group over another. Recruitment of all volunteers will be in accordance with the organisations equal opportunities and diversity policies, procedures and statements.

Outreach acknowledges that involving and connecting a diverse range of volunteers reflecting both local and wider community demographics including those from discriminated, marginalised and/or disenfranchised groups and communities such as the B.A.M.E and L.G.B.T.Q.I. communities.

That in doing so, this can facilitate and support greater awareness, knowledge and understanding of and between people, their cultures, beliefs, practices and lifestyles. Which in turn helps to foster greater integration, acceptance and harmony. Whilst reducing social isolation, prejudice, ignorance, hostility and/or bigotry.

With volunteering and volunteers playing a key role in this now and in going forward.

Volunteering Diversity and Equality Statement

This statement reflects our belief that diversity will enable us to achieve volunteering excellence. We will do this by valuing and respecting the diversity and individual differences of the service users we support, the people who work for us, and our volunteers.

Outreach is committed to ensuring that the services we provide are relevant to all sections of community and wider society; and that our work and volunteer forces, represent the people we serve. We are actively committed to encouraging, celebrating and promoting the richness of the communities in which we are involved.

Valuing diversity and equality, means integrating it into everything Outreach does; so that it is always a fundamental part of Outreach's culture, values and beliefs; and that this in turn is reflected in all our day to day activities, practices, policies, procedures and services.

We aim to achieve as an ongoing reflective, involving and collective process; an environment where human differences can be explored, enriched and esteemed.

A person centred and person centric, empowering environment; in which everyone; staff, volunteers and those using our services, i.e within our houses or at the Outreach hub; are all able to reach their full potential.

In this way, we will achieve a successful mix of experiences, perspectives, knowledge and skills. That combined, will open up constructive new possibilities for our service users; and allow Outreach to grow in availing itself and ourselves of new opportunities, and importantly in creating exciting opportunity.

Outreach recognises both the human and the strategic importance of achieving a diverse work and volunteer force. To this end, Outreach undertake to recruit, develop and retain the most talented, dedicated, committed and person centred people; be they paid workers or volunteers.

We can all achieve this by valuing the varied skills and experiences people bring to Outreach; by combating any conscious or unconscious bias, prejudice, harassment and discrimination within Outreach, and in the wider environment. In part by encouraging an honest, transparent and open culture which respects the differences between us, in expressing ourselves without fear or favour.

Outreach recognises that those using our services often face discrimination; and therefore, may be marginalised, excluded and/or demonised because of their difficulties.

Outreach through the volunteer programme and beyond, acknowledges our responsibility not only to deliver anti-discriminatory and non-judgemental services, within empowering, person centred environments; but also.

To campaign wherever and whenever we can, as individuals and/or collectively. To make a real difference to those whose lives are affected and/or effected by mental health and/or learning difficulties.

Everyone associated with Outreach has responsibility for the promotion and advancement of this approach. Therefore, this statement applies to all in whatever capacity.

Norman Shaw

(Volunteer Programme Manager)

How could I help?

The Centre is a charitable organisation. A lot of enthusiastic and fantastic volunteers are involved with this centre. They help the staff team in all possible way by providing their precious time.

Anyone can be a volunteer – it doesn't matter how much time you can give or whether you are able to come to the centre on a regular basis or not or what is your previous experience. We can offer a suitable role to you.

You can be a coffee lounge assistant who can help in making and serving coffee to the visitors coming to our centre and this way can develop attendant skill.

You could support in developing and managing our ongoing website. You could help in uploading contents on the website, troubleshooting and problem solving and many other website maintenance jobs.

You could help navigate the world of technology for the people or help them developing their basic computer skills at our IT drop-ins. You could share your love of social media, marketing and blogging to help us reach more people who need us.

You could add your creativity by gathering and organising potential newsletter contents and drafting or composing of them in Outreach Newsletters.

We need organised persons who could assist Outreach service users in meeting their social and cultural needs or supporting them in attending religious places of worship. This way they can develop knowledge, awareness, and experiences in pursuing a professional career like Support Worker, Social Worker or Nurse, care management.



Volunteer Stories

Anita – Art Volunteer



"I combine my skills as a designer, letterer and maker with love for wellbeing to make the world a better, more equal and happier place through design, workshops, murals, illustrations and craft. I wanted to get involved with the art installation at Outreach as a volunteer to gain experience in a big-scale mural work whilst helping the local community to create a new vibrant meeting space; Outreach's work really resonates with my own personal values of equality, inclusion and creativity, which made working with them a great experience."

Adele – Shadow Support Worker

"The volunteering process for outreach was wonderful. I applied to be a shadow support worker. The role was explained in detail and the correspondence between the volunteer coordinator and volunteers is excellent. Any questions are welcomed and answered in a timely manner. I remember my first volunteer shift was slightly nerve wracking but the support worker I shadowed was so friendly and helpful; they allowed me to feel settled and confident around the service users. The team meetings at outreach allow staff members to voice any concerns or ideas they have and as a volunteer I felt very included in this. Meeting the service users and staff were a pleasure and as a volunteer you can shadow staff in residential housing and in the community. I would recommend outreach to anyone; students, past support workers looking to refresh their skills or even people who are new to care. There are many voluntary roles available so there's something for everyone. It is a rewarding and informative experience."



Phoebe - Shadow Newsletter Editor



"I am the Content Editor Volunteer for the newsletter. I was excited to get involved as I wish to become a journalist after university- the experience has been a really valuable one for building on important skills on a more local level. It has been a privilege to get involved in the Outreach community and meet lots of wonderful people along the way. Outreach's values of inclusion, opportunity and community are incredibly important to me and I hope to echo these in my work, by producing a newsletter than brings everybody together in sharing and

celebrating all the amazing things going on at Outreach. I have been fully supported along the way, learned a lot and been able to foster my creative skills too, whilst volunteering for a really inspiring organisation. "

Arpita - Shadow Web Developer Support Guru

"Life is full of surprising opportunities and my engagement as a volunteer with Outreach has been one such pleasant surprise. When I joined the organisation as a Shadow Web Support Developer, little did I know that I would be handed over a green field to nurture and cultivate dreams of my own.

Over the course of past 9 months, I have been deeply engaged with Outreach to build their organisational website from scratch. Needless to say, it was a great opportunity, but it came with its own responsibilities. I had to make sure that I was portraying their ethos, their values, the social impact that they were making and their huge contribution towards the community with great accuracy and grandeur. Starting from the first link to the last picture, I had to design and build every unit to get a fully functional website. At each step I have received helping hands, supporting advices and great support from all members of Outreach.



Today I am proud to say that I have been able to deliver a fantastic website for Outreach that will not only help the organisation to reach out to the wider community but also help people from all walks of life to find help and support from Outreach. This volunteering journey has been a real learning experience for me both professionally and personally and will help shape my career as a Web Designer/Developer. My heartfelt thanks to Outreach and its volunteering initiative. "

Volunteer Opportunities

Shadow (Service User) Support Volunteer

AREA OF INTEREST

Adult Mental Health and Learning Difficulties Support.

VOLUNTEERING BASE: Outreach Community and Residential services, Head Office.

35 Blackburn street, Radcliffe, Greater Manchester. M26 1NR

SHADOW ROLE DESCRIPTION

Shadowing Outreach Community & Residential Services support workers; in the person-centred support of people who identify with mental health needs and/or learning difficulties.

This role involves meeting the individual needs, wants and/or desires of service users; through empowering and enabling practice. Thus, seeking to facilitate individual service users to live as independently as possible within their residential or own supported homes; and/or in the wider community. Whilst similarly; sincerely, positively and professionally; encouraging supported social inclusion and involvement; in enhancing their individual experience and quality of life.

SUITABLE FOR

This role would particularly suit a person desiring knowledge, awareness and/or experience; in pursuing a professional career; in for example. Support work, social work, nursing, care management etc.

Tasks may include as appropriate and/or directed:

- Empowering and involving Outreach service users; in the flexible design, development and delivery of their support; in meeting their individual aspirations, needs, wants and/or desires.
- Assisting Outreach service users in meeting their social and/or cultural needs.
- Shadowing Outreach support workers, in empowering and enabling service users to attend Outreach, and/or other external agencies, activities, events, venues, appointments etc.
- Being with a service user in watching TV, listening to radio; and/or in conversation.
- Supporting Outreach service users in attending religious places of worship ie synagogue.
- Promotion of service user independence; in supporting their personal lifestyle choices.
- Engaging in 1-1 and/or group activities within supported houses; i.e. playing board games.
- Enabling & supporting service users in the preparation of appropriate dietary requirements.
- Promotion of individual health and wellbeing, as being relevant supportive and appropriate to the person. I.e. exercise, engaging in activities, awareness of personal hygiene etc.

- To listen, hear and appropriately respond to service user's needs, wants and/or desires.
- To adhere to and be compliant with; individual supported house rules and ethical practice.
- Ensuring that service user rights, dignity and privacy are always maintained.
- Empowering service users, in respect of and in relation to individual and/or house collective choices. i.e. shared responsibilities, budgeting, food preparation, socialising, self-care etc.

WHEN REQUIRED (Negotiable)

As an Outreach volunteer shadow supporter, a volunteer would typically volunteer, **within the range of 8am-8pm Monday to Sunday. I.e. 9am-3pm.**

Opportunities to shadow, and personal volunteering timeframes would be negotiated between yourself; the Outreach volunteer programme manager, and appropriate designated Outreach employees.

AGE RESTRICTIONS:	18+
GENDER RESTRICTIONS:	Possibly, e.g. legitimate considerations in meeting personal need.
DISABLED ACCESS:	YES
OUT OF POCKET EXPENSES:	YES
INSURANCE COVER:	YES
PRE-VOLUNTEERING TRAINING:	YES

(Outreach delivers its own in-house training, which will help prepare you as a volunteer in relation to the respective volunteer role/s. This being allied to further ongoing training opportunities)

PERSONAL QUALITIES, SKILLS AND ATTRIBUTES *

As with all Outreach volunteers; it is essential that they have a, positive outlook and approach towards Outreach service users and staff. Above all else, Outreach volunteers should be person-centred, non-judgemental, approachable, empowering, warm, friendly and empathic.

In terms of specific qualities, skills, attributes and personality; a shadow support worker should; or should be:

- Have a genuine and positive interest in mental health and learning difficulties.
- Punctual and reliable.
- Have good listening and communication skills.
- Honest and trustworthy.
- Person-centred.

- Exhibit a non-judgmental and empathic approach to all people.
- Friendly and approachable.
- Organised and have excellent time management skills.
- Able to communicate well both verbally and in writing.
- Willing to engage in appropriate personal and professional reflection.
- Have the ability to act on own initiative.
- Able to work as part of a team.
- Have the ability to remain calm and collected in difficult situations.
- Willing to take instruction from appropriate and designated Outreach employees
- Respect all aspects of confidentiality.
- Have the ability to work within set boundaries and professional parameters.
- Willing to undertake training, to enhance personal and professional development.

Newsletter producer/draft editor

AREA OF INTEREST

Adult Mental Health and Learning Difficulties Support.

VOLUNTEERING BASE: Outreach Community and Residential services, Head Office.

35 Blackburn street, Radcliffe, Greater Manchester. M26 1NR

SHADOW ROLE DESCRIPTION

This primarily home-based volunteer role involves creating hard copy bi-monthly Outreach community and residential services newsletters. Reflecting Outreach, and Outreach service user involving news, activities, events, thoughts and feelings. For example, in respect of the Outreach annual ball, trips out, and other activities.

SUITABLE FOR

This role would particularly suit a creative person in both word and image, perhaps from a traditional media background. Equally, the role may be an opportunity to be involved with a charity, in building up a portfolio in relation to a future advertising, media, and journalism career.

Tasks may include as appropriate and/or directed:

- Liaising and consulting with Outreach employees and volunteers.
- Gathering and organising of potential newsletter content.
- Drafting/composing of Outreach newsletters.
- Forwarding draft newsletters for final editing.
- Ensuring positive Outreach newsletter message.
- Developing a consistent and ongoing Outreach newsletter look.
- Having an “idea friendly” approach, in developing the newsletter.

- Ensuring that the newsletter is ready on time.
- Inclusion of newsletter fun and interactive elements i.e. photo spot the difference, quiz etc.
- Ensuring the newsletter respects service user rights, dignity and privacy.
- Respecting and adhering to Outreach policies and procedures, i.e. data protection.
- Responding to newsletter reader feedback.

WHEN REQUIRED. (Flexible)

As a homebased Outreach volunteer newsletter producer/draft editor; volunteering timeframes are at your own discretion and availability; in respect of and relation to producing the bi-monthly Outreach newsletter reliably on time. Following consultation with appropriate outreach employees and/or volunteers.

AGE RESTRICTIONS: 18+

GENDER RESTRICTIONS: NO

DISABLED ACCESS: YES

OUT OF POCKET EXPENSES: YES

INSURANCE COVER: YES

PRE-VOLUNTEERING TRAINING: YES

(Outreach delivers its own in-house training, which will help you to understand, and prepare you as a volunteer in relation to the respective volunteer role/s. This being allied to further ongoing training opportunities)

PERSONAL QUALITIES, SKILLS AND ATTRIBUTES*

As with all Outreach volunteers, it is essential that they have a positive outlook and approach towards Outreach service users and staff. Above all else, Outreach volunteers should be person-centred, non-judgemental, professional, empowering, warm, friendly and empathic.

In terms of specific qualities, skills, attributes and personality; a Newsletter producer/draft editor should; or should be:

- Have a genuine and positive interest in mental health and learning difficulties.
- Be fully competent and self-sufficient in using IT.
- Have good working knowledge of newsletter related programs, i.e. publisher, word etc.
- Be able to write interesting newsletter copy/content in plain English
- Have the ability to act on own initiative, and work as part of a team.
- Be creative, and able to put forward new ideas.
- Have good listening and communication skills.

- Willing to accept and work with constructive feedback
- Friendly and approachable.
- Organised and have excellent time management skills.
- Able to communicate well both verbally and in writing.

Shadow activities facilitator & visionary

AREA OF INTEREST

Adult Mental Health and Learning Difficulties Support.

VOLUNTEERING BASE: Outreach Community and Residential services, Head Office.

35 Blackburn street, Radcliffe, Greater Manchester. M26 1NR

SHADOW ROLE DESCRIPTION

This shadowing role involves being visionary, imaginative and creative; in the person centred planning, creation and the facilitation of individual and/or group activities. In the support of individual and/or group service user needs wants and/or desires. Current supported community activities include; trips to the cinema, theatre, museums, shopping, art events, parks, zoo's, swimming, pubs and clubs. Whilst within Outreach, we have cooking evenings, bake offs; Bingo, Karaoke, Quizzes, and mystery evenings.

All of which seek to facilitate individual service users; to live as independently as possible across and within the wider community through supported social inclusion and involvement Whilst similarly; sincerely, positively and professionally; encouraging; in enhancing their individual experience and quality of life.

SUITABLE FOR

This role would particularly suit a person desiring knowledge, awareness and/or experience; in pursuing a professional career; in for example. Event Planning, Activities coordination, conference organising, Event Supervisor, Occupational therapy, Teaching/Teaching support, Media presentation, Social work, Support work, Care management etc.

Tasks may include as appropriate and/or directed:

- Creation of interesting, innovative and fun activities, with service user involvement
- Provision of Shadow support to the Outreach quality and staff development manager.
- Empowering and involving Outreach service users; in the flexible design, development and delivery of their support; in meeting their individual aspirations, needs, wants and/or desires.
- Assisting service users in meeting their social and/or cultural needs, through activities.
- Empowering and enabling service users to attend Outreach, and/or other external agencies, activities, events, venues, etc.

- Engaging in various group activities within Outreach and externally. I.e. Swimming.
- Promotion of positive individual health and wellbeing through activities such as rambling.
- Developing, organising and co-facilitation of activity related workshops.
- Assisting in the recruitment of Outreach volunteers in providing activities and events i.e. DJ's, entertainers.
- Organising and co-facilitating, service user led activities imager forums
- Ensuring that service user rights, dignity and privacy are maintained at all times.
- Empowering and supporting service users, in respect of and in relation to individual and/or leisure group collective choices.
- Encouraging all service users to be involved in deciding group activities.

WHEN REQUIRED (Negotiable)

As an Outreach volunteer shadow supporter, a volunteer would typically volunteer **within the range of 8am-8pm Monday to Sunday**. I.e. 9am-3pm. Opportunities to shadow and personal volunteering timeframes would be negotiated between yourself; the Outreach volunteer programme manager, and appropriate designated Outreach employees.

AGE RESTRICTIONS: 18+

GENDER RESTRICTIONS: Possible, legitimate considerations meeting personal need.

DISABLED ACCESS: YES

OUT OF POCKET EXPENSES: YES

INSURANCE COVER: YES

PRE-VOLUNTEERING TRAINING: YES

(Outreach delivers its own in-house training, which will help you to understand, and prepare you as a volunteer in relation to the respective volunteer role/s. This being allied to further ongoing training opportunities)

PERSONAL QUALITIES, SKILLS AND ATTRIBUTES*

As with all Outreach volunteers, it is essential that they have a positive outlook and approach towards Outreach service users and staff. Above all else, Outreach volunteers should be person-centred, non-judgemental, professional, empowering, warm, friendly and empathic.

In terms of specific qualities, skills, attributes and personality; a shadow activities visionary should; or should be:

- Have a genuine and positive interest in mental health and learning difficulties.
- Punctual and reliable.
- Willing to have fun.

- Be creative, and able to put forward new ideas.
- Be open to and supportive of service user new ideas and concepts.
- Have good listening and communication skills.
- Honest and trustworthy.
- Friendly and approachable.
- Organised and have excellent time management skills.
- Able to communicate well both verbally and in writing.
- Willing to engage in appropriate personal and professional reflection, and training.
- Have the ability to act on own initiative, and work as part of a team.
- Have the ability to remain calm and collected in difficult situations.
- Willing to take instruction from appropriate and designated Outreach employees
- Respect all aspects of confidentiality.
- Have the ability to work within set boundaries and professional parameters.

I.T. Shadow Support Guru

AREA OF INTEREST

Adult Mental Health and Learning Difficulties Support.

VOLUNTEERING BASE: Outreach Community and Residential services, Head Office.

35 Blackburn street, Radcliffe, Greater Manchester. M26 1NR

SHADOW ROLE DESCRIPTION

Provision of shadow information technology backing in compliment of Outreach IT and technical support. In helping and supporting the work of Outreach; its service users, employees, fellow volunteer team members; and/or stakeholders.

SUITABLE FOR

This role would particularly suit a person desiring knowledge, awareness and experience; in pursuing a professional career in for example. Technology consultancy, IT management, IT training, IT technical advice, IT assistance, IT administration. Or in setting up IT businesses.

Tasks may include as appropriate and/or directed:

- Providing technical advice and guidance to individuals.
- General physical maintenance of computer systems, i.e. cables, connections etc.
- Ensuring regular software updates and backups are performed on all systems.
- Ensuring each system and its software is best optimised for the needs of the end user.
- Responding appropriately to requests for IT support.

- IT troubleshooting and problem solving.
- Offering input in respect of and in relation to IT solutions.
- Ensuring electronic data is stored securely in line with Outreach policy and procedure.
- Coaching/Mentoring others in respect of IT.
- Ensuring that all systems, software, platforms, communication methods etc; are fully data protection compliant. I.e GDPR
- Taking instruction in respect of required tasks from appropriate Outreach staff.
- Exploring ways in which Outreach can best train the Outreach team in respect of IT. I.e. In co-facilitating or facilitating IT workshops.

WHEN REQUIRED (Negotiable)

As an IT support shadow, typically, you will volunteer within the range of 8am-5pm Monday to Sunday. Opportunities to volunteer and personal volunteering timeframes would be negotiated between yourself, the Outreach volunteer programme manager, and appropriate Outreach staff. **NB:** *This opportunity may be open to volunteering from home.*

AGE RESTRICTIONS:	NO
GENDER RESTRICTIONS:	NO
DISABLED ACCESS:	YES
OUT OF POCKET EXPENSES:	YES
INSURANCE COVER	YES
PRE-VOLUNTEERING TRAINING	YES

(Outreach delivers its own in-house training, which will help to prepare you as a volunteer in relation to the respective volunteer role/s. This being allied to further ongoing training opportunities)

PERSONAL QUALITIES, SKILLS AND ATTRIBUTES *

As with all Outreach volunteers; it is essential that they have a, positive outlook and approach towards Outreach service users and staff. Above all else, Outreach volunteers should be person-centred, non-judgemental, approachable, empowering, warm, friendly and empathic.

In terms of specific qualities, skills, attributes and personality; of an Outreach shadow IT Web developer. They should, or should be:

- Person-Centred.
- Honest.
- Reliable and Punctual.
- Patient and Calm.

- Have a good general understanding and experience of computers and related devices.
- Confident and comfortable in using and working with computers, IT systems, and/or related devices.
- Able to troubleshoot and problem solve IT and/or software in a calm and collected manner.
- Creative, i.e. in enhancing, streamlining and/or improving current systems.
- Respect all aspects of confidentiality both personally and in respect of legal IT data storage and management.
- Have a sound technical knowledge of Windows based computer systems and software.
- Able to make decisions independently, as a shadow, and/or in small teams.
- Have the ability to work within set boundaries and professional parameters.
- Have an open and approachable manner.
- Have good listening and hearing skills.
- Demonstrate a non-judgemental approach to all people.
- Willing to share ideas, thoughts and opinions within safe open and inclusive environments.
- Willing to accept appropriate line management instruction and structure; in respect of and/or in relation to volunteering duties/tasks.
- Willing to engage in appropriate volunteering reflection.
- Able to convey IT related thoughts, ideas, enhancements and limitations in plain English.

Also:

- Able to be light hearted, and not take life and life events too seriously (all the time).
- Willing to take their turn in making tea and coffee, no less or more than anyone else.

Shadow Volunteer Programme Manager

AREA OF INTEREST

Adult Mental Health and Learning Difficulties Support.

VOLUNTEERING BASE: Outreach Community and Residential services, Head Office.

35 Blackburn street, Radcliffe, Greater Manchester. M26 1NR

SHADOW ROLE DESCRIPTION

Shadowing the Outreach volunteer programme manager; in the recruitment, selection, training, and on-going support of volunteers at Outreach.

SUITABLE FOR

This role would particularly suit a person desiring knowledge, awareness and experience; in pursuing a professional career in volunteer management, Human resources, general management; or within support and/or training and development environments.

Tasks may include as appropriate and/or directed:

- Supporting the Outreach volunteer programme manager in the recruitment of volunteers.
- To provide information, support and guidance to potential Outreach volunteers.
- To assist in the training of new volunteers and/or existing volunteers as appropriate.
- Being involved in the selection of Outreach volunteers.
- Helping to further develop the Outreach quality focussed volunteer program.
- Ensuring good relationships are maintained between Outreach employees and volunteers.
- Assisting facilitating volunteering events; i.e. recognition evenings, volunteers' week etc.
- Liaising appropriately with feeder organisations and/or brokers, i.e. Universities, CVS's
- Organising and attending volunteer and/or volunteer manager meetings and forums.
- Providing reflection opportunities for volunteers to discuss issues, problems, ideas etc.
- Writing volunteer related content for the Outreach website.
- Collating and sending out various volunteer related information documents and packs.
- Responding in a timely manner to for example enquiries from potential volunteers.
- Communicating professionally and appropriately; for example, in making and receiving phone calls, sending and responding to emails; speaking with others.

WHEN REQUIRED(Negotiable)

As an Outreach shadow volunteer programme manager. Typically, you will volunteer within the range of 8am-5pm Monday to Sunday. Opportunities to shadow and personal volunteering timeframes would be negotiated between yourself, the Outreach volunteer programme manager.

AGE RESTRICTIONS:	NO
GENDER RESTRICTIONS:	NO
DISABLED ACCESS:	YES
OUT OF POCKET EXPENSES:	YES
INSURANCE COVER	YES
PRE-VOLUNTEERING TRAINING	YES

(Outreach delivers its own in-house training, which will help prepare you as a volunteer in relation to the respective volunteer role/s. This being allied to further ongoing training opportunities)

PERSONAL QUALITIES, SKILLS AND ATTRIBUTES*

As with all Outreach volunteers; it is essential that they have a, positive outlook and approach towards Outreach service users and staff. Above all else, Outreach volunteers should be person-centred, non-judgemental, approachable, empowering, warm, friendly and empathic.

In terms of specific qualities, skills, attributes and personality; a shadow volunteer programme manager should; or should be:

- Person-centred.
- Believe strongly in the value of volunteering and volunteerism.
- Friendly and approachable
- Organised and have excellent time management skills.
- Punctual and reliable.
- Competent in using Windows based computer systems.
- Have the ability to keep clear and accurate records.
- Have good listening and communication skills.
- Have a good level of personal confidence.
- Have the ability to act on own initiative.
- Able to work as part of a team.
- Should be able to communicate well both verbally, and in writing.
- Have a belief in fair and equal opportunities and the rights of ALL people.
- Have a “can do attitude”.
- Display a willingness to develop self and others.
- Have the ability to remain calm and collected in difficult situations.
- Respect all aspects of confidentiality.
- Have the ability to work within set boundaries and professional parameters.
- Willing to undertake training, to enhance their own personal and professional development.
- Willing to take instruction from the volunteer programme manager and other Outreach employees as appropriate. I.e. in respect of volunteer shadowing duties and tasks.
- Willing to engage in appropriate personal and professional reflection.
- Willing and able to support others as appropriate.
- Able to appreciate and accept that things don't always go according to plan; to appreciate this, be supported through this, in being resilient, willing and able to move forward.

Also:

- Able to be light hearted, and not take life and life events too seriously (all the time).
- Willing to take their turn in making tea and coffee, no less or more than anyone else.

Shadow Web Developer Support Guru

AREA OF INTEREST

Adult Mental Health and Learning Difficulties Support.

VOLUNTEERING BASE: Outreach Community and Residential services, Head Office.

35 Blackburn street, Radcliffe, Greater Manchester. M26 1NR

SHADOW ROLE DESCRIPTION

Provision of shadow web development backing, in compliment of Outreach IT and technical support. In helping and supporting the work of Outreach; its service users, employees, fellow volunteer team members; and/or stakeholders.

SUITABLE FOR

This role would particularly suit a person desiring knowledge, awareness and experience; in pursuing a professional career in for example. Web development, Web testing, Web editing, Technology consultancy, media and advertising. Equally, in setting up Web businesses.

Tasks may include as appropriate and/or directed:

- Ongoing development and management of the Outreach website.
- Uploading content provided by Outreach employees and volunteers onto the website.
- Providing guidance to individuals in respect of Outreach website. I.e Content format.
- Responding appropriately to requests for Outreach web support.
- Web troubleshooting and problem solving.
- Offering input in respect of and in relation to web development and/or other IT solutions.
- Ensuring electronic data is stored securely in line with Outreach policy and procedure.
- Taking instruction in respect of required tasks and duties from appropriate members of the Outreach team.
- Support wider IT in ensuring that no inappropriate content and/or threats are present.
- Monitoring of Outreach website hits, clicks, etc.
- Supporting the volunteer programme manager in determining for example; the hit/click conversion rate in respect of volunteers applying to volunteer with Outreach.

WHEN REQUIRED (Negotiable)

As a shadow web developer support guru, typically, you will volunteer within the range of 8am-5pm Monday to Sunday. Opportunities to volunteer and personal volunteering timeframes would be negotiated between yourself, the Outreach volunteer programme manager, and appropriate Outreach staff. **NB:** *This opportunity may be open to volunteering from home.*

AGE RESTRICTIONS:	NO
GENDER RESTRICTIONS:	NO
DISABLED ACCESS:	YES
OUT OF POCKET EXPENSES:	YES
INSURANCE COVER:	YES
PRE-VOLUNTEERING TRAINING:	YES

(Outreach delivers its own in-house training, which will help to prepare you as a volunteer in relation to the respective volunteer role/s. This being allied to further ongoing training opportunities)

PERSONAL QUALITIES, SKILLS AND ATTRIBUTES*

As with all Outreach volunteers; it is essential that they have a, positive outlook and approach towards Outreach service users and staff. Above all else, Outreach volunteers should be person-centred, non-judgemental, approachable, empowering, warm, friendly and empathic.

In terms of specific qualities, skills, attributes and personality; of an Outreach shadow IT Web developer. They should, or should be:

- Person-Centred.
- Willing to express their ideas and thoughts in being web creative.
- Have a good general understanding and experience of computers and related devices.
- Confident and comfortable in using web tools and in web development.
- Able to troubleshoot and problem solve in a calm and collected manner.
- Respect all aspects of confidentiality both personally and in respect of legal IT data storage and management.
- Have a sound technical knowledge of Windows based computer systems and software.
- Able to make decisions independently, as a shadow, and/or in small teams.
- Have the ability to operate within set boundaries and professional parameters.
- Have an open and approachable manner.
- Have good listening and hearing skills.
- Honest.
- Reliable and Punctual.
- Willing to share opinions within safe open and inclusive environments.
- Willing to accept appropriate line management instruction and structure in respect of volunteering duties/tasks.
- Willing to engage in appropriate volunteering reflection.
- Able to convey IT related thoughts, ideas, enhancements and limitations in plain English.

Volunteer Trustee

AREA OF INTEREST

Adult Mental Health and Learning Difficulties Support.

VOLUNTEERING BASE: Outreach Community and Residential services, Head Office.

35 Blackburn street, Radcliffe, Greater Manchester. M26 1NR

VOLUNTEERING ROLE TYPE: Trustee

SHADOW ROLE DESCRIPTION

- To ensure that the organisation complies with its governing document/s (i.e. its trust deed, constitution or memorandum and articles of association), charity law, company law and any other relevant legislation or regulations.
- To ensure that the organisation pursues its objects as defined in its governing document.
- To ensure that the organisation applies its resources exclusively in pursuance of its objects
- To contribute actively to the board of trustees' role in giving firm strategic direction to the organisation, setting overall policy, defining goals, setting targets and in evaluating performance against agreed targets.
- To safeguard the good name and values of the organisation.
- To ensure the effective and efficient administration of the organisation.
- To ensure the financial stability of the organisation.
- To protect and manage the property of the charity and to ensure the proper investment of the charity's funds.

In addition to the above statutory duties, each trustee should use any specific skills, knowledge or experience they have to help the board of trustees reach sound decisions. This may involve scrutinising board papers, leading discussions, focusing on key issues, providing advice and guidance on new initiatives, and/or other issues in which the trustee has special expertise.

SUITABLE FOR

This role may well suit a person who has existing experience of being a trustee or similar; equally someone wishing to volunteer in the role who has the right skills set and who wishes to develop both personally and professionally. A person who can show commitment to the organisation in meeting its aims and objectives and have a willingness to devote the necessary time and effort in doing so. Whilst also having an objective and pragmatic, ability to help develop and maintain a strategic vision with peers, staff, volunteers, service users and stakeholder.

In being a trustee, you will need to have and demonstrate excellent independent judgement. With the ability to think clearly and creatively, whilst also being able and willing to speak your mind.

As a trustee you will need to understand and accept the legal duties and responsibilities of trusteeship.

In being a trustee, you will always have the interest of the organisation in mind, and in ensuring that the organisation through decisions is viable and progressive in going forward. Equally in supporting and looking after the interests of service users, staff (inclusive of volunteers) and stakeholders, practically, and ethically in being part of a contemporary caring person-centred organisation. To this end trustees will need to be able to contribute both individually and as part of an effective team.

(DBS) VETTING CHECKS

Outreach volunteers will have a DBS check carried out on them; this being at the level appropriate to the volunteering role/s, applied for. These being: **Basic, Standard & Enhanced**.

IMPORTANT: A barred person is breaking the law if they seek, offer and/or engage in a regulated activity with a group from which they are barred from working, or volunteering. Outreach would have a legal obligation to inform the appropriate authorities in such instances.

RECRUITMENT METHOD

Application form, Informal Interview, DBS check, References, Trial Period

AGE RESTRICTIONS: 18+

GENDER RESTRICTIONS: NO

PERSONAL QUALITIES, SKILLS AND ATTRIBUTES*

As with all Outreach volunteers, it is essential that they have a positive outlook and approach towards Outreach service users, staff inclusive of volunteers.

Specific qualities, skills, attributes and personality an outreach trustee should; or should be:

- Have a genuine and positive interest in mental health and learning difficulties.
- Fully committed to the role and remit
- Have good listening and communication skills.
- Honest and trustworthy.
- Person-centred.
- Exhibit a non-judgmental and empathic approach to all people.
- Friendly and approachable.
- Organised and have excellent time management skills.
- Able to communicate well both verbally, electronically and in writing.
- Have the ability to act on own initiative.
- Able to work as part of a team.
- Have the ability to remain calm and collected in difficult situations.
- Respect all aspects of confidentiality.
- Have the ability to work within set boundaries and professional parameters.
- Able to listen and hear the views of other, and respond objectively.

Information & Signposting Telephone Helpline Supporter

AREA OF INTEREST

Adult Mental Health and Learning Difficulties Support.

VOLUNTEERING BASE: Outreach Community and Residential services, Head Office.

35 Blackburn street, Radcliffe, Greater Manchester. M26 1NR

VOLUNTEERING ROLE TYPE: Trustee

INFORMATION & SIGNPOSTING HELPLINE

The purpose of the Outreach Community & Residential Services Information & Signposting Telephone Helpline, is to provide traditional methods of information giving and signposting to people who cannot or prefer not to use the internet. Whilst also providing an opportunity for friendly verbal human contact with people who may feel isolated and/or have little verbal contact with others within a COVID-19 world. I.e. Lockdowns, shielding, bubbles etc.

SHADOW ROLE DESCRIPTION

This home based volunteer role involves providing a traditional contact number, telephone based information and signposting service, which will run parallel to information and signposting on the Outreach website, social media and hard copy distribution methods.

SUITABLE FOR

This role would particularly suit people who themselves are isolated owing to COVID-19, those who ordinarily may not be as mobile as they would wish to be. Equally students who are looking to gain valuable experience in the community support and care fields, in respect of qualifications and/or career opportunities, also those who wish to help to support their local community, give something back or be involved, especially in these difficult COVID-19 times.

Tasks may include as appropriate and/or directed:

- Ensuring that you are ready and prepared for your volunteering agreed “shift”
- Researching and collating information on local and/or national supporting services.
- Collating information references so that these can be quickly and easily accessed.
- Answering telephone information helpline calls in a friendly and welcoming manner.
- Providing information & signposting as appropriate based upon enquiry.
- Informing callers as to options available to them in the local area and/or beyond.
- Monitoring and logging of calls as to questions asked, times, and outcomes etc.
- Forwarding monitoring information as requested by appropriate Outreach staff.
- Liaising and consulting with Outreach employees and volunteers where appropriate.
- Informing Outreach staff of any immediate concerns you have. I.e. Safeguarding issues.
- Engaging as requested personal & professional reflection meetings via zoom or telephone.

- Ensuring confidentiality, service user rights, dignity and privacy.
- Respecting and adhering to all Outreach policies and procedures, I.e. data protection.

WHEN REQUIRED (Flexible)

As a homebased Outreach volunteer, volunteering timeframes will be individually agreed, based upon the matched needs of Outreach Community & Residential Services, volunteer availability, and upon the parameters and remit of the specific role.

(DBS) VETTING CHECKS

Outreach volunteers will have a DBS check carried out on them, (If they do not already have a current one at the correct level) This being at the level appropriate to the volunteering role/s applied for, these being: **Basic, Standard** and **Enhanced**.

IMPORTANT: A barred person is breaking the law if they seek, offer and/or engage in a regulated activity with a group from which they are barred from working, or volunteering. Outreach would have a legal obligation to inform the appropriate authorities in such instances.

RECRUITMENT METHOD

Application form, Informal Interview, Training/Coaching, DBS, References, Trial Period

AGE RESTRICTIONS:	18+
GENDER RESTRICTIONS:	NO
DISABLED ACCESS:	YES
OUT OF POCKET EXPENSES:	YES
INSURANCE COVER:	YES
PRE-VOLUNTEERING TRAINING:	YES

PERSONAL QUALITIES, SKILLS AND ATTRIBUTES*

As with all Outreach volunteers, it is essential that they have a positive outlook and approach towards mental health and learning difficulties, and towards Outreach service users and staff.

Outreach volunteers, like all Outreach personnel, should be person-centred, non-judgemental, professional, empowering, warm, friendly and empathic.

In terms of specific qualities, skills, attributes and personality, a Volunteer Information & Signposting telephone helpline supporter should or should be:

- Have a genuine and positive interest in mental health and learning difficulties.
- Have a warm, welcoming, approachable and friendly phone manner.
- Have very good listening and verbal communication skills.
- Be able to speak confidently and at the right volume and tone.
- Organised and have excellent time management skills.

- Reliable and punctual.
- Be competent and self-sufficient in using IT and websites in seeking basic information.
- Speak and answer questions verbally in plain language.
- Able to research and gather basic information on local and national info and support.
- Have the ability to act on own initiative, I.e. In finding information
- Willing to accept and work with constructive feedback from Outreach staff
- Able to raise any concerns they may have in the immediate or asap as appropriate
- Be aware of the limits of their own knowledge and expertise
- Understand the difference between information and signposting and giving advice.

IMPORTANT- Information & Signposting Telephone Helpline Supporters are NOT permitted to give specific advice or counsel callers to the service

Upcoming Volunteer Opportunities

Gastro Coffee Lounge Assistant

AREA OF INTEREST

Adult Mental Health and Learning Difficulties Support.

VOLUNTEERING BASE: Outreach Community and Residential services, Head Office.

35 Blackburn street, Radcliffe, Greater Manchester. M26 1NR

SHADOW ROLE DESCRIPTION

To undertake a variety of kitchen, food preparation, hub environmental and retail tasks. In supporting the day to day functioning of the Outreach hub Gastro lounge. To the benefit of Outreach service users, volunteers, employees and/or stakeholders.

SUITABLE FOR

This role would particularly suit a person desiring knowledge, awareness and experience; in pursuing a professional career in for example. Hospitality, catering, Café, restaurant, hotel and B&B management.

Tasks may include as appropriate and/or directed:

- Ensuring comprehensive hygiene standards are maintained.
- Creating and preparing and appealing range and variety of food.
- Organising, handling and presentation of pre-prepared food.
- Preparing alternative food options, based upon reasonable, safe and realistic requests.
- Preparing and distributing hot and cold drinks.
- Responding appropriately to food questions and requests for information, for example. “Are your products “Kosher?”; “Do your products contain nuts?” Etc.
- Liaising with food stuff providers.
- Communicating appropriately with those using the hub Gastro lounge.
- Ensuring and maintaining “stock”.
- Communicating with other Outreach volunteers, employees, and stakeholders.
- Operating a till, and/or chip & pin terminals. (Specific Training will be provided)
- Handling cash.
- Reporting and/or feeding back any incidence, concern or similar.

WHEN REQUIRED (Negotiable)

As an Outreach Hub Gastro Lounge Assistant. Typically, you will volunteer within the range of 8am-5pm Monday to Sunday. Opportunities to volunteer and personal volunteering timeframes would be

negotiated between yourself, the Outreach volunteer programme manager, and appropriate Outreach staff.

RECRUITMENT METHOD

Application form, Informal Interview, Training, (DBS) Vetting checks, References, Trial Period.

AGE RESTRICTIONS:	NO
GENDER RESTRICTIONS:	NO
DISABLED ACCESS:	YES
OUT OF POCKET EXPENSES:	YES
INSURANCE COVER	YES
PRE-VOLUNTEERING TRAINING	YES

(Outreach delivers its own in-house training, which will help to prepare you as a volunteer in relation to the respective volunteer role/s. This being allied to further ongoing training opportunities)

PERSONAL QUALITIES, SKILLS AND ATTRIBUTES *

As with all Outreach volunteers; it is essential that they have a, positive outlook and approach towards Outreach service users and staff. Above all else, Outreach volunteers should be person-centred, non-judgemental, approachable, empowering, warm, friendly and empathic.

In terms of specific qualities, skills, attributes and personality an Outreach (Front of house) Concierge/Receptionist. They should, or should be:

- Person-Centred.
- Have a high level and awareness of personal hygiene.
- Have a high level and awareness of environmental hygiene.
- Polite, friendly and welcoming.
- Reliable and Punctual.
- Have basic literacy and numeracy skills.
- Patient and calm.
- Honest.
- Have an awareness of cultural and/or religious food dynamics. I.e. Kosher, Halal Etc.
- Have an awareness of life choice food dynamics. I.e. Vegetarian, Vegan, Traditional. Etc.
- Able to fully respect the choices of others in relation to food preparation and consumption.
- Have the ability to act responsibly on your own initiative.
- Able to communicate well verbally and/or in writing.

- Demonstrate a non-judgemental approach to all people.
- Able to; or willing to learn to use a till, and chip and pin terminals (Training will be provided)
- Have good listening and hearing skills.
- Respect all aspects of confidentiality.
- Have the ability to operate within set boundaries and professional parameters.
- Willing to undertake training in enhancing your own personal and professional development.
- Able to be assertive as necessary.
- Willing to take instruction from authorised Outreach employees in respect of daily tasks.
- Willing to accept and cooperate with appropriate line management and structure.
- Willing to engage in appropriate reflection opportunities.
- Have awareness of and uphold safeguarding and health and safety.

Also:

- Able to be light hearted, and not take life and life events too seriously (all of the time).
- Willing to take their turn in making tea and coffee, no less or more than anyone else.

*There is full appreciation, understanding and acknowledgment that some skills, attributes, and qualifications may need to be developed over time; whilst you are volunteering with Outreach. I.e. through experience, training etc.

Where this is the case, Outreach aim to work with you as a volunteer in identifying and supporting you to develop both personally and professionally in your volunteering role/s.