



Role Description: Support Volunteer (Independence & Wellbeing Centre)

Purpose: Our Independence & Wellbeing Centre provides an opportunity for survivors of brain injuries to; learn valuable life skills, regain confidence & self-esteem, reduce isolation, gain valuable peer support and increase independence. As a Volunteer Support Worker, you will enable service users to participate to the full extent of their abilities in activities and to be socially engaged within the Independence & Wellbeing Centre.

Main tasks: This is a varied role and tasks include:

- setting up the venue at the beginning of the session including preparing lunch & refreshments
- welcoming service users; giving them one-to-one time or encouraging group interaction
- stimulating and motivating people to make decisions about how they are going to use the session
- organising games
- assisting staff with delivery of life skills workshops
- assisting staff to support service users in the community
- providing a listening ear
- packing away at the end of the day

You have the right to refuse to do any tasks that you consider to be unrealistic; outside the scope of the role or that you feel you do not have the skills to do.

Location: Recreation Hall at Rookwood Hospital in Llandaff, Cardiff on a Monday, Tuesday, Wednesday and Friday. Thursdays at Whitchurch Community Centre.

Commitment: Minimum 3 hours, weekly

Working with: The Independence & Wellbeing Manager; Assistant Manager; Support Workers and other volunteers

Training and Support: All volunteers are given a thorough induction into the organisation and are trained in the processes required to undertake duties, prior to starting role

Travel: We pay travel expenses for car mileage and public transport up to £4.50

**Personal requirements:**

- Excellent listening skills, sensitivity and empathy
- Clear communication skills
- Friendly and approachable
- Reliable, committed and flexible
- A sense of humour, positive outlook and enthusiasm
- The ability to work within a team
- The ability to work independently and show initiative
- A non-judgemental attitude
- Confidence in working with people

Benefits offered:

- an understanding of acquired brain injury and the challenges people face following a brain injury
- an opportunity to learn new skills, develop confidence and do something worthwhile
- an opportunity to enhance your CV
- Millennium Volunteering programme (14 – 25 year olds) and Volunteer Star programme (over 25 year olds)
- will be able to provide standard references for volunteers
- will provide you with soft drinks and a meal (if you are volunteering during the service users lunch break)
- an opportunity to identify your own learning needs and develop these