



Hammersley Homes

Role Description – Volunteer Telephone Supporter

Location: Home based
Hours: Minimum 2 hours per week
Reporting to: Outreach Programme Manager

This volunteer opportunity is age restricted to 18+ and requires training and DBS checks.

About Hammersley Homes

Established in 2018, Hammersley Homes is a charity that provides support for life, for vulnerable adults who live with enduring mental health challenges and psychotic illnesses. Our aim is to establish a nationwide network of Day Centres, Outreach Services and Supported Housing schemes. We focus upon increasing people's quality of life, whilst decreasing the likelihood of relapse into a mental health crisis. Implementing ongoing support provides an opportunity to notice if there is any notable decline in the person's health or wellbeing.

About the Outreach Programme

The Outreach Programme was set up to support people who may be suffering from the debilitating effects of chaotic lifestyles, loneliness and/or social isolation, either in their home or via telephone or video. The main aim of remote supporters is to provide support to clients through a weekly **telephone or video call**, providing as much support possible from a distance - to help each individual live their best life. Volunteers can help clients to access services and support which they struggle to access by themselves.

Duties

- Befriend and provide emotional and practical support to clients by telephone or video call to help them maintain independence and relieve loneliness
- Observe and monitor the clients' wellbeing, ensuring their health, safety, and welfare
- Support clients with tactful guidance, encouraging independence, self-care, happiness, and social contact and integration where possible
- Support clients to achieve their ambitions as set out in their support plans
- Encourage clients to remain compliant with their medication and attend medical, legal or social appointments
- Provide guidance and referrals for other support channels when needed, for example helping a client to ensuring they are receiving benefit entitlements
- Support clients to maintain their existing skills and develop new ones

- Support and encourage clients to participate in leisure activities and hobbies, e.g., a walk at the local park, knitting or attendance to a group
- Always treat all individuals with dignity and respect
- Perform all duties in accordance with the organisation's policies and procedures
- Be aware of, and follow the procedures for, reporting any safeguarding concerns or incidents. Report any safeguarding concerns to the Designated Safeguard Lead
- Record notes accurately after each visit, and report any concerns, incidents, or safeguarding issues to the Outreach Programme Manager
- Attend 1-1 support sessions and team meetings
- Attend all training sessions deemed to be necessary for successful performance in this volunteering role

What are we looking for in an Outreach Telephone Supporter?

- An approachable and friendly disposition with a clear understanding of appropriate boundaries
- The ability to communicate with a wide range of individuals with diverse needs
- The ability to volunteer flexible hours at home, by phone, to suit the needs of our clients
- Commitment to helping others
- Empathetic with good listening skills
- Good problem solving and initiative abilities
- Patience and emotional resilience
- Experience of safeguarding adults at risk, advantageous but not essential

What can Hammersley Homes offer you as a volunteer?

- Full induction training plus essential training including First Aid, Safeguarding Adults, Mental Health Awareness, Equality, Diversity and Human Rights
- Monthly supervision sessions
- The opportunity to develop new skills and enrich your CV
- The opportunity to meet other adult volunteers and make friends
- A regular newsletter and invitations to attend our social events
- The opportunity to undertake additional training

And...

- The chance to make a huge difference to the lives of the adults we support at Hammersley Homes!