# RESET Volunteer Support Worker

## Summary of Volunteer Role

**We are looking for volunteers to attend visits with Support Worker’s are meeting with clients who unable to be lone worked due offending history. Meetings can take place in their homes (depending on the risk) or in a public place e.g. library, coffee shop, prisons.**

**Occasionally, volunteers will be able to attend job centres appointments with the clients, help them to get referred to other services and look for volunteering opportunities or pursuing hobbies or just simply provide a listening ear.**

**Volunteers will be able to provide some admin support as an additional task.**

## About RESET Project

## The project provides support for ex-offenders to access accommodation and make positive life choices to reduce the risk of them reoffending and returning to prison.

## We help client with

## Finding accommodation and then providing intensive tenancy sustainment support. Support with accessing benefit entitlements, getting back into employment, accessing training, education.

## Help to set up utilities, pay bills. Linking in with services in the community to avoid isolation.

## Support to access help with physical or mental health issues, drug or alcohol issues. Clients may include individuals with substance misuse and mental health issues to enable independent living.

## Skills For This Role

## No previous experience is required

## Expected Hours

## 1-2 hours per week during working hours Monday - Friday

## Location

Across Buckinghamshire

## How clients access your support as a volunteer

Support workers lease with the volunteering service

## Training Offered

Online training courses such as safeguarding vulnerable adults, Children and other in house training opportunities. Volunteer will receive ongoing support from a volunteer Supervisor

## How to apply

Please show your initial interest by completing our [volunteer contact form](http://www.connectionsupport.org.uk/about-us/volunteer/). Our Volunteer Co-ordinator will then call you to discuss the role so please be sure to include a mobile. At this point there is no commitment you are just expressing interest to find out more about the role.

## What is the Process?

You will have access to volunteer manual with key policies and other detailed policies as relevant via Office 365 on OneDrive. Each volunteer has a Connection Support email address which is used to communicate with you and so you can received organisation-wide news. You are an important part of our team.

FAQs

We’ve compiled the following answers to what we think will be questions that may pop into your head. Please do ask your Volunteer Co-ordinator anything that you’d like to know before progressing with your application to volunteer.

**Do I need any previous training or experience?”**

No previous training or qualifications are necessary for this role

**“How long am I going to support a client?”**

We provide support for clients for up to 6 months. However, some clients need shorter or longer support. We review clients cases every 4 months.

**“What if the client and I don’t get along”**

It honestly doesn’t happen very often, generally our volunteers and client’s bond quickly and work together to achieve clients’ goals. If you did have any problems with your client, then your volunteer and volunteer supervisor will talk this through with you. If necessary, the match would be closed early, and an alternative volunteer/ client found.

**“What I am unwell or on holiday one week and I cannot see my client”**

We do expect you to be committed to supporting your client, for the duration of the support (6months). However, it is important to us that your personal life is not adversely impacted by your volunteering. It is fine if on occasion you need to take a week out. You will let your supervisor know if you need an extended period away.

**“Will I meet other volunteers?”**

Yes. We have regular social and training events throughout the year, although these are currently being delivered virtually.

**“Can I keep in touch with the client after the placement has ended?”**

We understand that volunteers and clients often form a close bond, and that this bond is integral to the success of the support. However, we do recommend that volunteers maintain professional boundaries and keep their contact with the clients to the timeframe given at the start of the match.

**“What sort of further training can I access”**

There will be opportunities throughout the year to attend various workshops and training sessions.

**“Will this volunteer role help me to access work?”**

Hands on experience is always valuable when applying for a new role. We are always happy to give our volunteers a reference if they are applying for a new job. The skills and experience you gain with us can be useful in a variety of careers. If there is a specific job role or career you are working towards it is best to discuss this when you speak to our volunteer co-ordinator/supervisors, to enable you to get everything you hope to from volunteering with us.