



L.E.A.P – LIVED EXPERIENCE INTO ACTION PROJECT

“Activating Lived Experience to Transform Lives”

Role Description

Volunteer role: LEAP - Volunteer Support Worker

Supported by: Chris Cole – LEAP Project Manager & Shaz Kaur – LEAP Lead

Role Objectives

To support the delivery of the Lived Experience into Action Project. The Key objective of the role will be to support service users that are experiencing housing issues to maintain their properties and provide mentoring and coaching for people with experience of homelessness.

At the Good Shepherd we work in a person centred and recovery focused way. You will be trained to empower people and support them to make positive changes and achieve their full potential Your lived experience will be used as a key attribute to engage and inspire service users experiencing homelessness and related issues.

Important Relationships

- Service Users
- Colleagues within Good Shepherd
- Housing First
- Recovery Near You – Drug/alcohol treatment service
- Criminal Justice Agencies (Including Prisons, Police & Probation)
- Wolverhampton Homes / Housing Options Team
- Supported Housing Services – P3/Solace/Goddess Living
- Mental Health Services – Healthy Minds/Head 4 Health
- Employment Services – Job Change/BBO
- Job Centre/DWP
- Other interested parties

LEAP Volunteer Support Worker Duties

- To support service users to maintain their properties
- To support service users to access relevant local support services
- Attend and assist with LEAP SU forums and group work sessions
- To support the delivery of an advocacy service
- Utilise lived experience to inspire and engage service users
- Attend and support LEAP/Good Shepherd charitable events
- Support colleagues within Good Shepherd with SU home visits
- Attend internal/external training as and when agreed/arranged
- Attend and contribute to LEAP team meetings
- Attend one to one supervision with LEAP Team Leader
- Proactively seek opportunities to improve personal development and undertake any necessary training
- LEAP Volunteer Support Workers must comply with all Good Shepherd policies and procedures.

LEAP Senior Volunteer Support Worker Duties

- All duties that are outlined in the LEAP volunteer support worker duties
- Provide professional/empathetic advice and information sessions to service users
- Assist Good Shepherd projects
- To attend strategic/relevant meetings with other organisations on behalf or with the LEAP Team Leader
- Provide buddy support to service users
- Assist LEAP/Good Shepherd with new service user registrations
- Assist LEAP with duty calls and referrals
- Promote and expand the reputation of LEAP and Good Shepherd
- Undertake Health and Social Care Level 3 Diploma (Optional)
- Undertake training as and when the opportunity arises

Volunteer Role Criteria

1. Experience of criminal justice system, as a minimum, been arrested, experience of custody and court or out of court disposal.
2. A lived experience of either homelessness, drug/alcohol addiction, mental health, or related issues such as learning disabilities,
3. To be illicit drug/alcohol free for at least 3 months
 - Abstinent from all substances/alcohol (or)
 - Minimum of 3 months clean from all illicit substances and stable on prescription
 - If drug use is the primary substance.
 - Minimum of 3 months drinking at recommended safe drinking limits (12 units per week for men or 8 units per week for women)
 - If alcohol is the primary substance.
4. Able to demonstrate stability in their life and commitment to ongoing recovery
Good communication skills
5. A high level of motivation to support people
6. Able to show compassion and empathy towards other people
7. Motivated to develop their skills, abilities, and engage with training opportunities

Additional Information

Expenses - Travel costs will be provided by Good Shepherd

Trial Period - All appointments with LEAP/Good Shepherd are subject to a trial period of 3 months, appropriate criminal background checks, and demonstration of a stable lifestyle.