

Role Title	ACHIEVE with NERAF Volunteer – One to One Volunteer
Purpose of Role	<ul style="list-style-type: none"> • Mentoring people who are affected by Substance Misuse, providing a personalised and tailored service to deliver real life changing outcomes for clients.
Main activities and tasks	<ul style="list-style-type: none"> • Run and facilitate group work, promoting an environment of inclusivity where all attendees can engage and participate. • Build and maintain rapport with clients, assessing need and barriers and taking steps to resolve them for or with the client • Ensure clients are provided with appropriate standards of support and motivation on an end to end basis, whilst treating each as an individual and adjusting your response accordingly. • Act professionally at all times, maintaining confidentiality. • Complete and maintain all records and other documentation to a high standard. • Assist partner agencies as necessary in carrying out specialist services for or with the client, including in a community setting. • Attend case review meetings as necessary including with partner agencies • Treat everybody as an individual, respecting equality and diversity. • Working with health and fitness professionals to encourage and support local residents in positive life changes and opportunities. • Working opportunistically to engage clients in social, housing, education and other services. • Act as an ambassador for NERAF

<p>Quality, skills and experience required</p>	<p>Essential:</p> <ul style="list-style-type: none"> • Reliability • Ability to communicate with clients, other professionals and organisations in a competent and confident manner • Knowledge/understanding of Substance Misuse Issues • Good Interpersonal Skills • Discretion and confidentiality • Listening Skills • Resilience • Non-Judgemental • Good people Skills • Good problem Solving Skills • Good organisational skills • A basic knowledge of ICT • Ability to motivate and develop clients, including hard to reach people • <p>Desirable:</p> <ul style="list-style-type: none"> • Previous experience of voluntary work • Good sense of humour • Previous one to one experience
<p>Training provision</p>	<ul style="list-style-type: none"> • Comprehensive Induction • Safeguarding • Motivational Interviewing • Brief intervention • Outcome Star Training • Safe Reduction • Filing Training • Relevant internal and external training as required for the role • Equal Ops training
<p>Location</p>	<p>North East England</p>
<p>Quality Assurance</p>	<p>ACHIEVE with NERAF aim to offer a quality service at all times and are committed to promoting continual improvement throughout all services delivered.</p>
<p>Expenses</p>	<ul style="list-style-type: none"> • Volunteers will be paid the cost of their journey from home to centre/project, either bus fares or rates per mile as appropriate. • If volunteers work over an agreed amount of hours they may be able to claim a set amount towards

	<p>Lunch</p> <ul style="list-style-type: none"> • Any costs incurred while performing duties
Supervisor/Point of Contact	<ul style="list-style-type: none"> • Volunteer Co-ordinator • Base Manager • Director
Support and supervision	<p>Regular and ongoing support and supervision will be provided to motivate and support Volunteers to enhance their role and to assist them to deliver quality services, enabling them to make a continuing and effective contribution to the success of the organisation and to their own continuing personal development</p>