

## Volunteer Role Description Visitor Volunteer

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### Background

Do you want to use your skills within your community to help Turn2us reach out to and help people struggling to get by?

Visitor Volunteers help individuals who have contacted us to access financial support in the form of a one-off or time limited cash grant. Our Grants Team staff review applications to our Elizabeth Finn Trust fund and make a decision to award a grant to people struggling to get by. However, we need volunteers to undertake a home visit to individuals to get a little more additional information or simply to check on their circumstances.

### Where

This role is home-based with travel to the individual's home that we have asked you to visit.

### When

Visits are undertaken as and when we have an individual near to you who requires a home visit. The nature of this role does mean that the frequency of visits is very ad-hoc as we are dependant on a person near to you contacting us for assistance.

### Time Commitment

Each visit will take up to an hour and there is also the travel time either side. We do not ask our volunteers to make home visits outside of our office hours which are Monday-Friday 9am–5pm. We normally ask that you commit to a minimum of four visits per year (although some of our volunteers who are willing to travel greater distances do undertake more but that is your own personal choice). Once you have conducted the initial visit, if it is a time limited grant you will be asked to undertake another two annual visits which provides us with up-to-date information. If you have ceased volunteering with us during that time, that visit will be assigned to another volunteer

### Tasks involved

- Travelling to beneficiaries homes.
- Using our visit proforma, carry out in-depth interviews with beneficiaries. This will include seeking confirmation of their personal contact details; that they are indeed eligible for one of our grants; general information about their home circumstances and general health and also exploring the reason for their request for our assistance.
- Completing a visit report form and uploading it securely to our online volunteer portal.

### Skills required

- Good verbal communication skills – able to speak to people from all backgrounds constructively whilst also being a good listener.
- Experience of contact with a wide range of people from a variety of backgrounds.
- The ability to show empathy whilst remaining objective.
- Confidence to undertake visits.

- An understanding of the need for confidentiality around information disclosed to you.
- A good standard of English so that you can complete the report proforma.
- Good computer skills and a willingness to be contacted via email.
- A willingness to attend refresher training sessions every couple of years.
- Good organisational skills and time management.
- Willingness to travel either in your own vehicle or by public transport.
- Willingness to adhere to all relevant organisational policies and procedures.

## **Training and Support**

- All volunteers receive a comprehensive induction to Turn2us and relevant training for their role.
- Training may be at our HQ or through online modules, or a mixture of both.
- Volunteers are further supported by our Volunteer Support Manager and Volunteer Support Officers, as well as members of the Communications Team where necessary.
- We will reimburse reasonable travel/mileage and lunch/refreshments expenses in line with our volunteer expenses policy.
- You'll receive regular support and updates on the work of Turn2us.

## **What's in it for you?**

- This role is ideal for someone who wants to help others but cannot commit to a regular day or time.
- You'll gain a real personal benefit from knowing you are making a real positive change to the lives of people who are struggling to get by.
- You'll be part of a national charity which has achieved the national Investing in Volunteers quality mark for our volunteering programme.
- You can broaden your social circle by meeting new Turn2us volunteers and through the community engagement work involved.
- After a qualifying period of satisfactory volunteering, you'll be able to ask for a reference in line with our Volunteer Policy.
- The role will help further develop your skills and experience, and will look great on your CV!

## **Additional information**

- This role does not meet the criteria for a DBS check but we will need two referees we can contact to for their opinions on your suitability for this role.
- We ask that you complete the diversity monitoring form to ensure we are involving as wide a range of people as possible.
- We adhere to current GDPR legislation and will provide you with guidance during training about storing confidential information. Your details will be stored safely and never passed on to other agencies without your prior consent.