



## Volunteering Opportunity Description & Person Specification

**Volunteering Opportunity:** Volunteer Community Navigator (VCN)

**Service:** STEPS

**Location:** Penrose Synergy, Victoria House, 14-26 Victoria Street, Luton LU1 2UA as office base, but the VCN will be based across the Luton Mental Health Wards and in the community.

**Expected Hours:** 10 to 15 hours per week

**Starting Date:** TBC

**Reports to:** Service Manager

**Role Contact Details:** Samantha Smith

**Email:** [samantha.smith@socialinterestgroup.org.uk](mailto:samantha.smith@socialinterestgroup.org.uk) (preferred method of contact)

**Phone:** 01582 343230 / 07805 739238

### About The Role

---

The role of the Volunteer Community Navigator at STEPS is to provide a befriending service for participants and to link people to local opportunities such as voluntary and paid work, as well as community groups and clubs. We aim to offer these opportunities in the first instance to people STEPS either currently or previously supported and who would benefit from this opportunity. This will enhance the volunteer offering in Luton and provide people with development opportunities they may otherwise not have access to.

For more information about STEPS please visit this [service's page on our website](#).

### Role Tasks and Expectations

---

This section should briefly list some of the day-to-day activities of the role you will be expected to help with as a volunteer. There may be some non-day-to-day tasks listed here that we may ask you to help with in addition to your day-to-day tasks.

#### PURPOSE

This is an outline of the volunteer's key responsibilities. It is not intended as an exhaustive list and may

change from time to time to meet the changing needs of the service.

Other responsibilities than those described above may be required to be undertaken from time to time and will be expected to be performed to as long as it is within the capability and level of the position.

The VCN will have the following responsibilities:

Volunteering alongside the STEPS Support Worker, the VCN will develop a

portfolio/programme of Community Recovery engagement opportunities, linking with existing Penrose projects (Roots, Connects, Synergy) and other community resources.

Befriending service – bi-weekly phone call check-ins to STEPS participants who have been discharged. Offering support to actively engage with community-based recovery services, meeting people to support with attending groups, where necessary.

## ACCOUNTABILITIES

- Management of any risk or incidents that may arise in a safe learned way.
- Comply with any required standards or procedures as detailed in the organisation's ISO 9001 QMS.
- Comply with Penrose SIG quality and audit and Health & Safety processes.
- To participate in mandatory training and development opportunities. To comply with all relevant SIG policies, procedures, and guidelines, including those relating to Equal Opportunities, Health and Safety and Confidentiality of Information and to be aware of any changes in these.

This is an outline of the volunteer's key responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of the service.

Other responsibilities than those described above may be required to be undertaken from time to time and will be expected to be performed to as long as it is within the capability and level of the position.

## SIG POLICIES AND DATA PROTECTION

- Promote, advise, and lead by example by embodying SIG values in creating a positive and productive environment, including a Psychologically Informed Environment (PIE) with support.
- Demonstrate and facilitate high service standards in line with organisational values and behaviours.
- Assist in implementing improvements and maintaining confidentiality in line with organisational policy related to residents, participants, staff, and the organisations we support.
- Adhere to and be aware of changes to SIG policies, processes, best practices, Equality, Diversity, and Inclusion (EDI), and data protection and assist in implementing them where appropriate.
- Lead by example and assist in reporting and improving Health, Safety, and Environmental procedures following policies and processes.

Other responsibilities than those described above may be necessary within the capacity and level of the position.

## Disabilities

---

SIG is a Disability Confident Employer and complies with the Disability Discrimination Act (DDA) 1995 in employment and delivery of services. This section tells us if the location is considered to have accessibility issues.

	Yes	No
Is this site fully accessible to everyone?		<input checked="" type="checkbox"/>

## Person Specification

Qualification and Achievements	Rating	Measured by
Experience of mental health, social care, voluntary sectors or recovery-focused services	Desirable	Assessment
Previous Experience	Rating	Measured by
Experience of volunteering within a caring profession of having cared for a friend or family member	Essential	Interview
Lived experience of using local health and social care services	Desirable	Interview
Demonstrate previous experience of volunteering with or for a diverse community and people with Mental Health needs.	Essential	Interview
Values	Rating	Measured by
Team Player, inspirational to others, ability to negotiate 'win-win' situations	Essential	Interview
Able to complete tasks independently	Essential	Interview
Confident and approachable	Essential	Interview
Self-motivated, committed and open to new ideas and experiences	Essential	Interview
Ability to organise self	Essential	Interview
Knowledge & Skills	Rating	Measured by
IT Literate	Desirable	Assessment, Interview
Demonstrate knowledge of the community groups relevant to the post, including excellent awareness of cultural, social and health issues	Desirable	Interview
Excellent communication and listening skills with the ability to tailor the message to a variety of audiences	Desirable	Interview
General	Rating	Measured by
Mobility to travel across sites	Essential	Interview

Demonstrable knowledge and understanding of equality and diversity issues and the ability to integrate into policies and practices	Desirable	Interview
--	-----------	-----------

## Volunteering Days and Times

This section lists the days and times that the volunteer is available:

	Monday	Tuesday	Wednesday	Thursday	Friday
AM					
PM					
Ad Hoc Hours					
Frequency	Weekly	Twice Monthly	Once Monthly		

## Onboarding Requirements For This Role and Additional Forms

This checklist outlines any additional security checks that are required for the role.

There will be a separate form for each of the checks.



	Required	Check Satisfied
DBS (Enhanced)	<input type="checkbox"/>	<input type="checkbox"/>
Photo ID	<input type="checkbox"/>	<input type="checkbox"/>
Proof of ID documents	<input checked="" type="checkbox"/>	<input type="checkbox"/>
References	<input checked="" type="checkbox"/>	<input type="checkbox"/>
DPA 2018 Data confidentiality	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Email address	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Laptop	<input type="checkbox"/>	<input type="checkbox"/>
Mobile phone	X	<input type="checkbox"/>