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| **Role Title:** | Full-Time Volunteer- Rapid Access Detox & Stabilisation Unit |
| **Role Purpose:** | To assist the nursing and non-nursing staff in the Rapid Access Detox & Stabilisation Unit in providing a safe, supportive and nurturing environment for service users addressing and reducing their substance use. To work directly with service users as part of a team to support in the day to day running of the Unit. |
| **Reports to:** | Service Manager – Rapid Access & Stabilisation – Non Clinical |
| **Location:** | Usher’s Island |

**Core Role Requirements**

* To participate fully in the day-to-day running of the program such as answering the phone, taking messages, answering the door, bringing in deliveries etc.
* To attend to the daily upkeep of service/ health and safety checks.
* To act as an assistant to fire wardens and health and safety officers.
* To contribute to daily communication and interaction with service users, reporting as necessary to service user review meeting.
* To facilitate/co-facilitate the service user morning focus groups and other groups as part of the programme
* To engage with and build a professional trusting relationship with service users treating them with dignity and respect in order to work within the values of Dublin Simon Community.
* To perform the practical tasks of working with the service users to ensure that the day to day running of the house is maintained (e.g., standards of living, hygiene of the home, food preparation, furnishings and fittings, health and safety checks, ensure the cleaning rota is followed) at the highest possible level.
* To work within the policies of Dublin Simon Community in order to ensure that a consistent delivery of service and quality standards are adhered to in an alcohol and drug free environment.
* To complete all administrative tasks such as report writing, maintenance of accurate statistics, records, up to date client case notes, relevant form filling, advocacy letters and post delivery in order to ensure that the unit runs smoothly and effectively.
* To perform as a full team member supporting colleagues, participating in effective handovers and being open to reasonable requests from Project Manager and Project Workers in order to ensure effective working relationships.
* Assist in ensuring that there is a structured therapeutic week for all the service users.
* Abide by Dublin Simon Community’s Health and Safety regulations and standard operating procedures relating to the fire procedure, safety of Staff etc. In order to ensure that the well being of Staff and Service Users is maintained.
* To abide by the rules that have been set up to support the residents in developing a change in their behavioural pattern and to address their substance use. Refer to the rules as part of the programme and that they in general are non negotiable.
* To assist nursing staff and participate in the admission of new service users to the unit. This will include preparing the rooms for new clients, bed making, laundry management and general cleaning duties as required
* To complete administrative tasks as necessary, such as recording in client files, handover sheets, Bed Board updates, collecting/handling Petty Cash, pharmacy collections etc
* Reception Duties that include escorting residents in and out of the building, taking phone messages, greeting visitors to the unit and notifying staff of visitors, maintain walkie talkies and ensure they are charged.
* To complete administrative duties as required such as photocopying group work material, creating new client files.
* To assist the manager of the unit in carrying out research for policy and guideline development when requested
* Accompany service users on to hospital and other appointments.

## Requirements of all Dublin Simon Volunteers

* Commitment to the purpose of Dublin Simon Community and to volunteer within the values, policies and procedures of the organisation and in the context of current legislation and regulations.
* To participate in regular supervision with your line manager.
* To actively participate in team and staff meetings and service reviews/ evaluations and to contribute to the development of policy and practice within your area of work and Dublin Simon as a whole.
* To report any area of concern to your line manager in a timely manner.
* To show reasonable flexibility in relation to hours of attendance to meet the needs of the service. Volunteering during unsocial hours may be required.
* Have a flexible approach to your placement in response to organisational change, development and review of best practice.
* Identify training needs with your line manager and participate in training opportunities appropriate to the role.
* To be vigilant of any Health, Safety and Welfare risks in the workplace and bring any concerns to the attention of your line manager or Health & Safety Representative.
* To participate in the efficient flow of information within the organisation by sharing and seeking information as appropriate.
* To undertake other duties as may be requested by the line manager from time to time.
* To undertake your volunteering in a manner that is friendly, positive and flexible

**Note:** This Role Description will be reviewed and updated in line with the needs of the placement.

## Person Specification

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|  | **Essential** | **Desirable** |
| **Qualifications** |  | Third level qualification in a social care discipline. |
| **Knowledge** | Understanding of why people become homeless and the needs they have. Basic understanding of addiction and the impact on individuals and the wider community. | Knowledge of Accommodation services in the Homeless sector |
| **Competencies** | Resilience and positive outlook  Effective team working  Initiative and taking responsibility  Respect for the dignity of others |  |
| **Experience** |  | Experience of working with vulnerable and disadvantaged groups. |