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| **Role Title:** | Full-Time Volunteer - Rough Sleeping Harm Reduction Service |
| **Role Purpose:** | To ensure the provision of outreach and the harm reduction service is consistently to best practice standards whilst meeting the needs of clients on a day to day basis. |
| **Reports to:** | Service Manager – Rough Sleeping Harm Reduction Service |
| **Location:** | Capel St |

**Core Role Requirements**

* Ensure the continuity of service provision in the service, to include handovers, diary, incident reports etc.
* Assist/support the team to co-ordinate client participation initiatives.
* Work closely with support and project workers to provide on-going support to clients and to help them achieve the goals set down in their support plan.
* Engage with support workers and ensure the delivery of the harm reductions initiatives including but not limited to the effective running of the Mobile Health Unit.
* Assist in the ongoing integration of the street based harm reductions initiatives.
* Ensure the Health, Safety and Welfare of clients is prioritised at all times.
* Process all incoming enquiries and referrals as appropriate.
* Respond to rough sleeping reports effectively.
* Assist in the preparations of hot and cold weather packs.
* Support the function of the early morning street counts.
* Respond and participate in media and fundraising requests regarding the service and service provision.
* Assist service manager to review rota to ensure adequate cover for staff on holidays, sick absence or training and to complete other administrative tasks as required
* Facilitate clients when moving from current location to new location.
* Ensure routine maintenance, cleaning, security inspections and health and safety inspections occur, in line with operational procedures and standards.
* Liaise and co-ordinate with other members of the team regarding the running of the service.
* Ensure a high standard of customer service is provided and complaints are dealt with in an efficient and appropriate manor in accordance with complaints and appeals policy and procedures.
* Respond to all incidents immediately and ensure consistent appropriate follow up.

## 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, flexible and informal.

**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. | 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  Good communication |  |
| **Experience** |  | Experience of working with vulnerable and disadvantaged groups. |