**Community Focus Volunteer**

Area: East Lancashire

Would you like to support an adult to be able to overcome the obstacles preventing them to live a better life. Our focus is to support people to understand the range of services available to them and to support people live happily and as independently as possible. Our community focus volunteer role provides opportunities to support individuals and over to overcome their barriers in relation to issues regarding health, social care, social isolation, benefits, finances, housing, employment, and training. Our Community Focus Team aim to support people to live the life they want to live.

**Yes?**

Then our Community Focus Volunteer opportunity may be right for you!

**You could be part of a community focus advocacy team that offers:**

* To create trusting relationships with adults who are having trouble in navigating and accessing services
* To ensure people are listened too and actively involved in the decisions that affect their lives
* To support people to attend meetings/appointments with (but not limited to) GP’s, hospital appointments, the Jobcentre/benefit office, colleges, and or housing organisations
* To accompany our qualified Independent Advocates to client visits and appointments
* To support to our ‘pop-up’ advocacy outreach provision and raise awareness of our service within the community and at our Community focus hub.
* To support people in need of services and make them aware of their rights to statutory advocacy
* To help
* To support people to make a complaint regarding a negative experience when using services

**Who are we looking for?**

We are looking for reliable, compassionate, caring, respectful and understanding people who are good communicators to join our volunteer team.

You do not need to be an advocacy expert; empathy matters more than academic qualifications or experience and we are keen to hear from people of all ages and walks of life.

**All we ask is that you are keen and able to:**

* Complete and submit the relevant paperwork and forms
* Keep up to date with relevant legislation
* Engage in quarterly supervisions and volunteer meetings with your volunteer manager
* Participate in necessary internal and external training
* Be computer literate and have access to emails and Microsoft Teams on a device
* Adhere to our volunteer policies and procedures
* Maintain strict confidentiality
* To commit to 3 or 4 hours a week for a minimum of 6 months
* Work as part of a team
* Travel using public transport or your own vehicle for which you should have a full UK driving licence

**What you will receive in return:**

* Training opportunities
* An opportunity to develop your skills and experience
* Support and encouragement from our volunteer management team and the community advocacy team
* Out of pocket expenses
* Testimonials or a reference to support your career progression
* And most of all … a rewarding experience

**OUR VALUES**

**Quality:** We deliver high **quality** advocacy - we have over 20 years' experience of providing expert, person-led advocacy.

**People:** We put **people** at the heart of everything we do and want to enable them to make positive change in their lives.

**Respectful:** We are a **respectful** team - we treat everyone equally and make sure everyone feels valued, respected and listened to.

**Trust:** You can **trust** us and know that we will keep your information confidential and safe.

**Independent:** We are **independent** of councils and health services and we are on your side.

**Learning:**  We never stop **learning** - we learn from the people we support, our partners and each other.