

## Basingstoke Mencap

### Role Description for Volunteers (Greenfingers)

#### **Title: Service User Support Volunteer at Greenfingers**

*Thank you for volunteering at Greenfingers. Volunteers are crucial in enabling us to care for and support our service users. Your time and participation are greatly appreciated by members of staff, trustee, and the service users. We hope you find volunteering with us a rewarding and fulfilling experience.*

**About Greenfingers:** Greenfingers is a horticultural therapy and training centre for the learning disabled based at Elizabeth Road allotments in Basingstoke. Each session, Service Users participate in a variety of gardening, horticultural and occasional craft activities planned in order to cater for the varying needs of attendees.

#### **Objectives of the role:**

- To enable those with learning disabilities to participate in activities for enjoyment and for the purpose of social interaction, as well as mental stimulus assistance in training.

#### **Outline of Tasks and Activities to be undertaken**

- To ensure service are suitably dressed for the weather and wearing mandatory steel capped boots.
- To work with service users on activities according to the planner/schedule and as directed by the team leader or other member of staff. This may include sowing, planting, weeding, harvesting or training as directed.
- To oversee service users working in a safe and careful manner.
- To make sure that no service users are left alone to exit the site without supervision
- To motivate service users to become involved with the various activities, either on a one to one basis or as part of a group
- To encourage service users to talk about their, hobbies, interests etc in a supported, caring and valued way
- To help service users complete their diary and training notes about activities and involvement during the day

#### **Targets or Measurements of Performance**

- Successful completion of tasks by service users with your help
- Effective communication with service users observed
- Service user feedback on how you have positively helped them
- You will receive regular verbal feedback
- You will be encouraged to attend appropriate training where necessary in order to develop your role
- We will acknowledge your achievements, performance and commitment as a volunteer

## **Days and Hours**

Days to be agreed with the team leader with volunteering between 9.30 and 3.00. We are happy to accept individuals who can commit to work on a rota basis but prefer individuals who could commit to most weeks if possible (notwithstanding holiday commitments etc)

## **Expenses**

This is not a paid role and you are not employed by the Charity. You may be reimbursed for any out-of-pocket expenses, including mileage with the prior agreement of the project team leader occurring as a direct result of your volunteering role, on the production of a receipt in accordance with the Basingstoke Mencap's Volunteering Policy.

## **Skills and Attributes**

- Ability to communicate with people confidently
- Friendly and approachable with a good level of empathy, care and compassion
- Physically able to support service users where necessary
- Ability to use initiative and be cognisant of the well being of others.

## **Expectations**

We would ask you to:

- Adhere to our policies and procedures and ensure that you behave in a way that will promote the charity in a positive manner
- Commit to a particular task, event or series of events when asked
- Arrive on time and make sure you inform the relevant employee or trustee if you are going to be late or absent
- Perform your agreed duties to the best of your ability so that our service users receive the best care and treatment possible
- Stay with service users unless directed by a member of staff to do otherwise and according to the needs of the service users
- Treat staff service users, other volunteers and service users with respect
- Help the organisation to work towards its aims and objectives
- Respect confidentiality
- Try to provide us with sufficient notice should you wish to stop or no longer be able to volunteer for Greenfingers.
- Provide feedback to the team leader to enable us to improve the volunteering experience where possible.
- Raise any concerns you may have regarding individuals or operations to the team leader

**A copy of the Basingstoke Mencap Volunteering Policy will be provided to you. Please acquaint yourself with this**

**Please note a periodic DBS check may need to be carried out as you will be working with vulnerable people.**