

Role Title: Volunteer

Reporting To: Team Manager

Direct Reports: Team Manager

Overall Function

One Support runs a number of care services support, older people, adults with mental health problems and adults with substance misuse problems. All of these services are registered by the Care Quality Commission. As part of our commitment to ensuring our services are run to the highest standards we are looking for volunteers to work with us and our customers to act as a Critical Friend in each of our CQC registered services. The overall aim of the role will be to talk to our customers with a view to understanding their perspective on the five key questions that form CQC's approach to service quality;

1. Is the service safe?
2. Is the service effective?
3. Is the service caring?
4. Is the service responsive?
5. Is the service well-led?

Possible Key Tasks - As a Critical Friend the role may include one or more of the following:

- Meeting customers on a one to one basis
- Taking part in group meetings with customers
- Taking part in service events
- Providing structured feedback to the service manager
- Ensuring customers' confidentiality is maintained
- Ensuring any safeguarding or service delivery concerns are reported to the service manager
- Being available to talk with CQC inspectors, if required

Other duties

- To behave in a manner that upholds One Housing Group's Equal Opportunities and Diversity Policies
- To not undertake any activity that may present a conflict of interest, or be detrimental to One Support, or One Housing Group

Key Skills, Knowledge Base and Experience

- A positive regard for people with mental health problems, physical disabilities, young people, families, ex offenders, people who have experienced homelessness, people with drug or alcohol issues and older people.
- Understanding of diversity, confidentiality, boundaries and code of conduct
- Health and Safety including lone working

Special interests and activities - We are particular keen to attract volunteers with an awareness and understanding of CQC's standards or experience in the delivery of care and support services. However, training will be provided so this is not essential

Commitment

- One Support would like the volunteer to commit for a minimum of 6 months.
- To be reliable and trustworthy
- To have good timekeeping
- Committed to working in a team