**Job Description**

**Listening Service Volunteer**

**Description:**

WEB operates a listening service for men and women age 18 upwards. Through this service men and women have the opportunity to talk with a trained individual in confidence. Volunteers for this service will be acting in a supportive role, listening to adults 1:1, providing a safe non-judgemental space and signposting to other services where appropriate.

As a Listening Service volunteer, you will also be responsible for inducting adults into WEB’s services. You will provide support to existing staff and volunteers, assisting with group and 1:1 inductions with vulnerable men and women within our community. You may also assist with early help for families appointments which will involve you taking notes during appointments and typing up an early help assessment tool.

Volunteers start by completing a 3-day volunteer induction programme to look at the complex issues which the centre addresses along with completing some personal development training to develop your own skills.

WEB values all of its volunteers highly and offer regular supervisions to support and help develop skills and professional development. We also run training courses which you are welcome to attend.

**When Required :**

Varying days Monday – Friday 9am – 5pm depending on volunteer availability and other times as appropriate

Commitment: At least 6 months.

**Tasks & Activities:**

* Welcoming service users into the centre
* Providing inductions for men and women
* Providing 1:1 support appointments for men and women
* Listening to men and women
* Providing support
* Providing a non-judgemental environment
* Sign posting to other services/agencies
* Making refreshments
* Maintaining ground rules of centre
* Assisting staff
* Following confidentiality and safeguarding procedures