



November's Volunteer Bulletin

Citizens Advice

Court Volunteer

Main duties and responsibilities include

Giving witnesses and their supporters confidential support, guidance and information to make their experience of a criminal court more comfortable.

Help witnesses cope with the emotional effects of giving evidence. Explaining court procedures, legal terminology and decisions.

Showing witnesses and others around the courtroom before a trial so they are familiar and at ease in the environment.

Listening to the concerns witnesses have, empathising with them, and advocating where appropriate.

Helping witnesses prepare themselves for a range of possible trial outcomes.

Going into the courtroom with a witness when it is allowed. Ensuring that witnesses continue to get our assistance after court if they need it.

Working as part of a team with other Witness Service volunteers and staff as well as liaising with court personnel. Working effectively with a diverse range of people.

Opportunities and benefits

Join a leading national service and contribute to its aims.

Training, accreditation and continuing development and support in the role.

Join a dynamic team and develop your interpersonal skills.

Have a positive impact in your community and on people's lives, the witnesses and their support people.

You will receive payment of agreed expenses.

Personal skills and qualities that a Court Volunteer needs

You will be friendly, reliable and approachable.

Have an ability to be caring, supportive and empathetic towards others. Have a non-judgemental, impartial and confidential approach to supporting others.

Have good listening and verbal communication skills and be able to work well in a team.

You will need at least basic IT skills

Commitment

Be able to volunteer during normal court hours: 9am to 5pm (approx), for at least 12 months

You must commit to ongoing training and to continually develop your skills and knowledge in the role with support.

You will need to have Enhanced level DBS clearance to perform the role.



The Witness Service is recruiting volunteers in your area. If you'd like to apply for our core or outreach services please contact:

farida.sidat@citizensadvice.org.uk You can also call 03000 332 1000 to hear about volunteering with the Witness Service.

The Bureau Centre for the Arts

Call out for tinkerers, menders & fixers!

News from The Bureau, Mending Cafe Call Out, Festival of Light Workshops, Stained Glass Inspired Family Session, British Textile Biennial.

Are you good at fixing? Have you always fixed rather than chuck stuff? Do you love patching, taking things apart and making things good? If this sounds like you, then we would love you to be part of our new mending cafe.

Twice a month on the first Friday and third Saturday from 11-2 we are opening up a mending cafe for people to bring along things that need fixing, learn new skills and share existing skills.

Could you spare a couple of hours a month to pass on skills and make a really positive contribution to people's lives and the environment?

Email leonie@bureaublackburn.co.uk

East Lancashire Hospice

Quality & Compliance Administration Volunteer

Under supervision and direction of the Quality and Compliance Lead and the General Administration team carryout administrative duties to support the Quality and Compliance Lead

When we need you to be available

The expected commitment for this role is 3 hours a week, day and time to be agreed within 9.00-17.00 Monday to Friday

What we would like you to do

1. Undertake the printing and filing of hard copy documents in evidence files
2. File electronic documents into electronic evidence folders updating index and matrix

3. Send out emails and memos to staff to communicate outcome of quality initiatives
4. Organize meetings and dates for completing quality initiatives taking account of availability provided
5. Support the completion of audits by – printing audit tools, assisting with elements of audit of services, typing up audit findings onto spreadsheets and printing/ emailing reports
6. Support the General Administration team in times of high workload in regard to education administration including processing bookings, producing booking reports and printing resources
7. Project a friendly approach to patients, staff, volunteers and visitors at all times

Skills, knowledge, abilities and qualities

- Experience of good telephone skills and manner
- Ability to multitask and prioritise under direction
- Good verbal communication skills
- Good organisational skills
- Good computer skills including inputting information onto spreadsheets
- To interact as part of the team
- Smart presentable appearance

Family Support Service Volunteer Counsellor

To be a volunteer member of the hospice Family Support Services Team which provides Counselling and Bereavement services for people who have been either diagnosed, or care for those diagnosed with a life limiting illness or who have been bereaved.

When we need you to be available

The expected regular commitment would be a minimum of one client at any one point in time. (This is negotiable dependent on availability)

Attendance at quarterly group supervision meetings, 2.5 hours in duration, would be required, plus any additional supervision as deemed necessary.

What we would like you to do

Work with individuals, couples, families and groups to help them overcome a range of psychological and emotional issues.

Develop strong therapeutic relationships with clients and demonstrate unconditional positive regard, empathic understanding and congruence in keeping with person centered principles.

Utilise a range of therapeutic approaches and non-medical treatments in order to meet individual need and address the clients thought processes, feelings and behaviour whilst enabling understanding of inner conflict and their ability to find new ways to alleviate and deal with distress (including for example counselling, mindfulness, hypnotherapy, brief-solution focused therapy).

Be sensitive to a client's vulnerability and their potential to become distressed and/or disclose detailed personal information; to act appropriately in such circumstances following BACP ethical principles, ELH policies and procedures

Provide timely feedback to, and seek guidance from, a member of the Family Support Team/line management where individual client circumstances makes this appropriate.

Maintain a high quality service that is respectful to clients and protects their dignity.

Manage your time to ensure availability to prepare the environment for the session; complete all paperwork and undertake a debrief session with a member of the Family Support Team when appropriate.

Comply with current ELH policies and procedures applicable to the role ensuring all Health and Safety rules are adhered to at all times.

Work within East Lancashire Hospice guidelines around confidentiality.

Maintain own arrangements for external supervision in keeping with BACP requirements.

Seek support and receive direction/ constructive feedback from the Family Support Team on clinical and/or operational matters as necessary.

Maintain records and ensure all record keeping in accordance with East Lancashire Hospice patient records and Information Management Policy.

What we will do

Support delivery of the role with additional training/support where required.

Provide a named mentor and internal supervisor from the family support team who will facilitate the quarterly group supervision meetings and any additional support as required.

Reimburse reasonable out-of-pocket expenses incurred when carrying out the role.

Implement good Health and Safety practice.

Skills, knowledge, abilities and qualities

Recognised Counselling Qualification: minimum of Level 4 or equivalent.

Current BACP Registration with a minimum of 450 hours post qualification experience.

Experience of assessing and working with clients with a wide range of emotional and psychological needs including life limiting illness/significant life events.

Knowledge of a range of therapeutic disciplines with the ability to apply these effectively to practice situations.

Active listening skills, demonstrating a sincere interest in what is being said, avoiding interruption, speaking over others or sharing own personal experiences and opinions.

Ability to effectively interact as part of a team.

Smart, courteous and approachable demeanor at all times

Ability to demonstrate an empathic and a non-judgmental attitude

Review of this description

This role description is intended as an outline of general areas of activities and will be amended in light of changing needs of the Hospice. It is expected that the volunteer will be positive and as flexible as possible using this document as a framework.

Community Services (Befriending) Volunteer

Community settings in Blackburn, Darwen, Hyndburn &
Ribble Valley

Role Summary:

Under the guidance of the Head of Hospice at Home and wider Hospice Community Team you will provide a support and befriending service to patients, their families and those that matter to them. Depending on the needs, interests and preferences of those using the service, and in order that quality of life and independence can be maintained, you will provide the service to people in their own homes and/or other community settings.

Skills, knowledge, abilities and qualities

We are looking for individuals with a very wide range of interests, skills and abilities in order that we can better meet the needs of those using our services. This might for example include:

- Experience of using any sort of arts and crafts with individuals and/or groups
- Interest and ability in gardening and/or **outdoor activity or walking**
- An interest in film, theatre, television, reading and news stories
- An interest in world affairs, nature and the environment
- An interest in pets and other animals
- Able to engage in meaningful conversations on topics that **matter to individuals**
- Able to read in an interesting way to others, sing and/or play music
- Enjoyment of table games
- Ability to support with light domestic/household duties and/or provide **light refreshments**

Good communication skills, sensitive to **the needs of others, approachable and warm with the ability to build relationships**

Problem solving ability

Able to really listen to people and comfortable with silence when **others need quiet time**

What we would like you to do

Visit patients in their own homes to provide companionship and social interaction.

To sit with patients to enable their carers to attend appointments or **social events.**

To accompany patients to appointments or social events including for **example libraries, parks and museums**

To **help patients continue with their hobbies or pass-times.**

To pursue creative activities with individuals in the home environment

To support individuals with household duties and meal preparation **including light meals, snacks and drinks**

To listen and **support individuals as they explore their preferences and choices for future care**

Engage with and work alongside individuals to motivate, enthuse, **promote independence and empower.**

To provide light assistance in maintaining gardens and paths where **possible.**

To accompany or undertake shopping trips with (or for) patients.

Help with care of pets e.g. feeding and walking.

Provide assistance with appearance including for example attending **to hair, beards and painting nails.**

Hospice Shop Volunteer

What we would like you to do

1. To ensure all volunteers comply with current policies and procedures applicable to the role

2. To undertake training and development applicable to the role.
3. To project a friendly approach to patients, staff, volunteers, visitors and customers at all times
4. To respect all information concerning volunteers, employees and patients as strictly confidential at all times.
5. To ensure that all Health and Safety Rules are adhered to at all times. No appliance or equipment should be operated unless training has been undertaken and you are deemed competent to use it
6. To sort through donated goods – separate items that are suitable for sale from those that are not
7. To place clothes on hangers and steam iron ready to be priced
8. To place items that have been priced onto the shop floor to be sold
9. To assist customers
10. To take payment for goods, record sales and put the money in the till
11. To assist in keeping the shop clean and tidy

Skills, knowledge, abilities and qualities

- Experience in retail
- Good verbal communication skills
- To interact as part of a team
- Smart presentable appearance

Volunteer Patient Driver

Role Summary

To provide a safe transport service for patients coming to planned day sessions and appointments

When we need you to be available

The expected commitment for this role is dependent upon you availability.

Transport for patients is required Monday to Friday with attendance at the hospice required at various times through the day from 9.30am with final appointments finishing at 6.00pm.

What we would like you to do

1. To undertake training and development applicable to the role.
2. To communicate sensitively and appropriately to patients, relatives, staff, volunteers and visitors at all times
3. To respect all information concerning volunteers, employees and patients as strictly confidential at all times.
4. To follow guidance on lone working and manual handling to ensure your safety and that of patients.
5. To ensure that your vehicle is safe for purpose, with a valid MOT certificate (if required) and comprehensively insured to undertake patient transportation and compliance with annual checks
6. To ensure that you are fit to drive, informing the Volunteer Transport Coordinator of any health issue that may affect your driving ability
7. To pick up allocated journeys via email or visiting the hospice Volunteer Transport Coordinator on a Friday morning each week and provide your availability for the week after
8. To provide as much notice to the Volunteer Transport Coordinator if you are unable to undertake a pre-arranged duty or are unavailable to provide transport to allow alternative plans to be made
9. To collect patients at the specified time ensuring punctuality, assist patients to the car and help them to get into and out of the vehicle.
10. To abide by the traffic laws, the Highway Code and drive with consideration to ensure the comfort and safety of passengers.
11. To feedback any concerns you may have about the patient eg patient unwell on the journey, changes in patient mobility, challenges with access, discomfort with passenger behavior to clinical staff providing that patients care
12. To report any incidents or accidents (however minor) to staff as soon as possible

Skills, knowledge, abilities and qualities required

- Full driving licence, a good driving record and driving skills
- Good verbal communication skills demonstrating courtesy, **compassion, sensitivity and professionalism**
- Punctual and reliable
- Ability to use email and access to email **account is preferable but not essential**
- Smart presentable appearance
- The ability to respond flexibly to changing needs and priorities

Ad hoc Bag Packing/ Bucket Collection Fundraising Volunteer

Location Blackburn, Darwen, Hyndburn and the Ribble Valley (Can specify the area you would be interested in)

To work with the fundraising team of staff and volunteers to raise funds by means of bag packing or bucket collecting in one of our supporting stores

Skills, knowledge, abilities and qualities

- Be able to work as part of a team, Be over the age of 16 years
- Able to lift, Ability to communicate with people, Smart presentable appearance.

What we would like you to do

- Assist customers as required with their bag packing
- Wear an East Lancashire Hospice T-shirt during bag packing or bucket collecting (This will be provided)
- Comply with current policies and procedures applicable to the role

Community Links Champion

Role Purpose:

To support people in Blackburn with Darwen to access new activities, groups or support services in their area to help improve health and wellbeing.

As a community Links Champion, you will provide tailored individualized support to people to motivate them, build confidence, esteem and encourage people to identify their skills and set goals.

Requirements:

As a Community Links Champion, you will need to have the ability to communicate with a range of people, be reliable, consistent and dependable.

You will be able to work independently in a non-judgmental and respectful way.

Role Outline:

Support people referred from GPs and other agencies to find activities, groups or support services

Be up to date on what activities are available in the area,

Run drop in services in GP surgeries, community centres, other venues

To keep accurate records and client info, collate case studies and feedback and submit this to project officer.

Respect all information relating to volunteers, employees and patients as strictly confidential at all time



Looking for a volunteering opportunity in Lancashire?

We have a wide range of opportunities available, including:

- office administration
- helping to run a service user group
- organising events or activities
- meeting and assisting the people who come to us for help
- pro bono legal work
- supporting the housing advice team

If you want to develop your skills, meet new people, and help us make sure that no one has to fight bad housing and homelessness alone, please **get in contact**:

0344 515 1298

Thelma_Tomlinson@shelter.org.uk

Blackburn Central Library
Town Hall Street
Blackburn
Lancashire BB2 1AG

Office hours are Monday to Friday, 9am to 5pm.

Registered charity in England and Wales (263710) and in Scotland (SC002327). OBR-1176.04

Shelter



COMMUNITY EMERGENCY RESPONSE VOLUNTEER

ROLE OVERVIEW:

Communities come in all shapes and sizes and we are looking for people with a passion for making their communities safer and to be prepared in the event of an emergency situation, being able to provide support to the emergency services if required.

Community Resilience is about empowering individuals, businesses and community groups to:

- Take collective action to both increase their own resilience and that of others
- Come together to identify and support vulnerable individuals
- Take responsibility for the promotion of individual and business resilience

Sign up to help your community in case there is ever a big local emergency – such as widespread flooding or a large fire.

Community Emergency Response Volunteers (CERV) can help by:

- Being aware of the risks that your community might face
- Having an emergency contacts list for your group so you can keep in touch during an emergency event
- Identifying which members of your community might be vulnerable in an emergency, and be prepared to offer assistance if required
- Developing, or helping to develop, a basic emergency plan for your community which would include key emergency contacts, local contacts who may have skills and equipment that could support an emergency response

You don't need any experience to be an CERV, we will give you any necessary support and equipment to do your role. You will also be provided with details on how you can support Civil Contingencies Service (CSS) and the Emergency Services and we can support you.

TASKS:

- Act as a key point of contact to receive and cascade information from BwD Civil Contingencies Services (CCS) and emergency services and other CERV members
- Signpost any potential emergency/risk issues to CCS
- Promote personal community resilience within communities
- Develop 'Community Emergency Response Plans with the assistance from CCS
- Encouragement to sign up to various organisations information especially the Met Office and Environment Agency

REQUIRED QUALITIES:

- Passion for your community
- Caring approach in order to support any vulnerable members of the community
- Good communication and interpersonal skills – links to individual professionals, equipment and resources within the community
- An emergency may happen during anti-social hours and we may need your support, however you must be confident in being able to say no if you cannot support
- If you would naturally feel the urge to help during a major emergency

If you are interested in this opportunity please visit www.lancsvp.org.uk or email: LVP@blackburn.gov.uk – this would be ideal for you

TRAINING:

You do not need any specialist skills, we will provide training where necessary and regular contact will be made between CCS, Emergency Services and volunteers. Links to all relevant websites, social media outlets will be provided.

British Red Cross

Mobility Aids Volunteering – Preston

Our mobility aids teams help hire out wheelchairs and other mobility equipment to people who may have an illness or have suffered an accident, and we are looking to recruit more volunteers in Preston to

help run the centre, as well as promote the service to potential beneficiaries.

Typical tasks include

Taking calls and enquiries from people wanting to borrow a wheelchair

Giving information about other Red Cross services, where appropriate

Updating service user records and other administrative tasks using computer based systems

Demonstrating how to use and look after our wheelchairs

Receiving and recording donations

What we are looking for

Someone who:

Is willing to uphold the Fundamental Principles of the International Red Cross and Red Crescent Movement and adhere to the Society's Equal Opportunities Policy

Is willing to act in accordance with our values and behaviours framework

Is willing to uphold people's dignity at all times

Is willing to attend induction and appropriate training

Is willing to use our IT systems and has basic IT skills

Enjoys meeting people and helping them to remain independent

Has good communication skills.

Has been familiarised with any equipment required to carry out the role

The Stroke Association (Darwen)

Stroke Café Supporter

Volunteers will do a two hour shift between 10am and 3pm.

After a stroke many stroke survivors and carers may become socially isolated as they are no longer able to access the activities and groups they did prior to the stroke. As a volunteer you will assist in the running of a coffee group. The group will provide peer and social support for stroke survivors and carers and enable them to share experiences with others in the same situation.

Tasks for this role can include:

Ensuring attendees are able to participate in any activities and conversations.

Assisting attendees to order their own refreshments.

Helping with tasks such as risk assessments and health and safety venue checks.

Collating feedback from attendees and communicating its achievements.

Ensuring emergency contact details of anyone attending are taken.

Working with your designated staff member / supervisor to ensure everything is running smoothly and according to policy and procedures.

Stroke Choir Support

Volunteers will be required Monday 10 to 12 noon.

Stroke survivors, along with their friends and families, can experience social isolation and poor mental health, particularly if their ability to communicate has been affected by stroke. The Pennine Lancs Stroke Choir introduces singing and music to promote positive mental health and beneficial effects of music therapy for people with communication difficulties.

Tasks this role can include:

Supporting the delivery of the sessions by enabling safe access, setting up the room layout, and transfer of instruments and equipment.

Meeting and greeting group members, including supporting new members to be welcomed and supported to participate.

Supporting sessions with preparation of song sheets and co-ordinating transport arrangements.

Preparing and providing refreshments.

Travel Assist Service Ltd

Drivers

Volunteer Drivers are needed to help deliver our Door to Door service for vulnerable people.

Travel Assist's main social objectives to make transport accessible to the people who experience difficulties accessing main stream transport.

Travel Assist provides transport services in the following areas:

Door to Door service for vulnerable people

Patient Transport on behalf of Northwest Ambulance Service Trust in Lancashire and South Lakes.

Urban Registered Bus Routes, Rural Registered Bus Routes.

Accessible Minibuses that can be booked by community based groups for their transport needs - EG days out, trips to the theatre and meetings.

For people who live independently Travel Assist created an Out and About Club which runs trips which individuals can book themselves onto.

By becoming a volunteer with Travel Assist you can be assured that your time will be valued, and all your efforts will make a real difference to the lives of vulnerable people within our community. Generous out of pocket expenses are paid. Those volunteers looking for a useful addition to their CV, Travel Assist offers a real working environment that will provide a meaningful work experience.

The main skill required is a desire to be part of a team that is committed improve public transport for the local community.

Contact James Coulthard at Travel Assist Service Ltd
travelassist@btconnect.com



Strengthening Communities – Volunteering in Lancashire

A helping hand to improving Health and Wellbeing and a Passport to Employment

Too many things happening in your life which stop you from getting a job?

We can support you to get the right sort of experience and improve your confidence. So next time you go for a job, you stand a real chance.

We'll help you to get training, get work experience through volunteering and to feel better about yourself.

To be eligible for support you must:

- Be legally able to reside and work in the UK.
- Are resident in Lancashire

Need a hand? Then call us on 01254 583957 or email yasmin.patel@communitycvcs.org.uk

Advisors are available to discuss volunteering opportunities at the drop-in Tuesday 10.30 to 12 noon at the Boulevard Centre 45 Railway Road, Blackburn. BB1 1EZ.

Darwen Drop-in - We are pleased to announce that we are offering potential volunteers and those wishing to gain valuable IT skills to come, join us & get involved.

We'll be holding a weekly drop-in at Darwen Valley Community Centre between 10am & 4pm every Friday, where people can come along and get some advice on volunteering.

This drop in is part of our BBO ReachIT digital inclusion project & Strengthening Communities - Volunteering in Lancashire.

For more details of these opportunities contact:

Community CVS

The Boulevard Centre

45 Railway Road

Blackburn

BB1 1EZ

Tel 01254 583957

office@communitycvcs.org.uk

