# A close up of a logo  Description automatically generated

# Role Description

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| **Job Title:** | **Community Volunteer – Cafés**  |
| **Service:** | **West Lothian Recovery Service** |
| **Base:** | **West Lothian**  |
| **Reports to:** | **Volunteer Lead & Staff Supervising Volunteer (SSV)** |
| **Purpose of role:**The West Lothian Recovery Service has a small team of volunteers, and we are looking to add to this to enable us to continue to develop this resource and make recovery more visible and accessible with our recovery cafés throughout West Lothian. Our community recovery café’s run twice a week. We have a couple of locations in West Lothian, which are in Blackburn on a Monday afternoon and Livingston on a Thursday afternoon. The cafés are a place for the recovery community to come together, relax and socialise while enjoying a tea/coffee and some light snacks. The community recovery cafés are run by staff with the support of our volunteers. The recovery cafés are open to our service users and those of the local recovery community. It’s an opportunity to enjoy some social activity, light snacks and to find out more about our service and how we can support people in recovery. All this helps to promote positive feelings of wellbeing and inclusivity through both individual and group interactions, supporting loneliness, isolation and a sense of connection and togetherness through social engagement and communication. Volunteers will have good communication skills, be aware of the recovery community, the ability to work within professional boundaries and maintain confidentiality, at all times. You will be working alongside the staff team, other volunteers and people in the recovery community. Volunteers will be trained in how to administer Naloxone and with training will be able to support people with information about this to keep them safe. Additionally, volunteers may have the opportunity to gain other skills and support the team by covering the duty volunteer rota. This may involve being in the office undertaking light office tasks relevant to your role. Successful applicants, if interested, may also have the opportunity to extend their skills at our Friday Box-fit group. For this we would be looking for someone who is able to support the staff member and follow instructions, as described below in the key activities.The role of Community Volunteer is a rewarding role for someone who has approximately 4 hours once or twice a week while the recovery cafés are running. You should be friendly, punctual, have good boundaries and want to help support people to connect in the recovery community.  |

**Key Activities:**

* Customer care skills, able to work in a range of quiet to busy environment.
* Setting up the room layout and clearing the room afterwards, in a timely manner, this involves lifting chairs, moving tables, ensuring ventilation by opening windows.
* Undertaking a variety of tasks within the catering facility including; putting out and clearing away prepared/bought snacks such as sandwiches, biscuits, cakes plus making and serving hot & cold drinks.
* Ensuring all areas are kept clean and tidy to high standards, promoting a safe working environment at all times.
* Maintain constant awareness of both personal and food hygiene standards.
* Maintain and promote a welcoming environment where our colleagues, service users and customers receive great service.
* You will be required to work under your own initiative and as part of a team.
* Be always polite, well mannered, friendly and mindful to anyone within the location, we are not the only agency that has use of the facility.
* Promote the recovery service and partners in the drug & alcohol partnerships.
* Be stable in your own recovery and serve as a visible positive example.
* Attend briefing/de-briefing sessions (before and after each café) in order to maintain roles and responsibilities as well as looking after your own well-being.
* Make a commitment to attend the Recovery Cafes at the given times as well as attending regular support and supervision sessions and volunteer training.
* Be trained in Naloxone and can offer information to support people.

**Box-fit responsibilities:**

* Attend a briefing prior to the training session.
* Help to set-up the training session, as required.
* Help ensure all clients sign in for the session on the appropriate sign in sheet.
* Help to select and prepare music for the training sessions.
* Inform the staff member/group leader if they think any clients are under the influence of any substances. The staff member will action this accordingly.
* Take any clients out for fresh air if needing a break during the training session.
* Help clear up the training area after the session has been completed.
* Attend a de-briefing after the training session.

**General terms of reference:**

In carrying out the above duties the post holder will:

* Help Change Grow Live fulfil its role in offering the best service to our clients.
* To perform your volunteering role to the best of your ability.
* To follow the Change Grow Live’s procedures and standards, including health and safety, equal opportunities in relation to our staff, volunteers and clients.
* To maintain the confidential information of Change Grow Live and of our clients; adhering to Change Grow Live’s policies and procedures.
* To meet the time commitments and standards which have been mutually agreed and to give reasonable notice so other arrangements can be made when this is not possible.

| Person Specification: |
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**Education Knowledge and Experience:**

* Ability to respect, maintain and work within professional boundaries.
* Good verbal communication skills.
* IT literacy (beneficial but not essential).
* Excellent time management skills, and an ability to work on your own initiative, prioritising accordingly.
* Ability to liaise and work with the CGL staff team, other volunteers and the recovery community.
* Ability to respect and maintain confidentiality at all times.
* A non-judgmental attitude and desire to work with our client group.
* A can-do, flexible and adaptable attitude within the role.

**This post is subject to an adult DBS/PVG check at an enhanced level.**