



Volunteer Role Profile

Service	Cumbria Drug Intervention Programme
Role Title	Dip Volunteer
Reports to	Designated DIP Worker (Mentor)
Hours	To commit to a minimum of one half day per week
Purpose of Role	<p>As directed by a designated mentor, to support DIP service users to lead drug and crime free lives by facilitating access to a range of community services identified through the development and implementation of individual support plans.</p> <p>Key Roles and Responsibilities</p> <ul style="list-style-type: none">• Provide support to service users seeking to access treatment and support.• To offer guidance on drug/alcohol issues.• To escort clients:<ul style="list-style-type: none">➢ Who are leaving court and who need to access residential rehab or treatment within the community.➢ Who need one to one practical support to access housing and benefits.➢ Who have their first appointments at treatment providers in the local area.• To act as the second person:<ul style="list-style-type: none">➢ During assessments when necessary➢ During outreach• Establish non-judgemental and supportive relationships with service users.• Keep accurate records of meetings with service users and feedback any issues to the designated mentor.• To assist with the implementation and running of a drop in service for DIP clients.• To complete the Open College Network (OCN) Drug and Alcohol and Volunteering and Mentoring modules at either level two or three.• Adhere to safe working practices via the effective use of risk assessments as

directed by the project co-ordinator.

This is a standards-based role description that incorporates the National Occupational Standards relevant to the job, as well as DANOS and other National Occupational Standards such as CJNTO.

Key Activities

Unit Number and Title	
AA1	Recognise indications of substance misuse and refer individuals to specialists
AA2	Establish, sustain and disengage from relationships with individuals
AA3	Enable individuals to find out about and use services and facilities
AA4	Promote people's equality, diversity and rights
AA5	Interact with individuals using telecommunications
AB2	Support individuals who are substance users
AB3	Contribute to the prevention and management of abusive and aggressive behaviour
AB5	Assess and act upon immediate risk of danger to substance users
AC1	Develop your own knowledge and practice
AC2	Make use of supervision
AD1	Raise awareness about substances, their use and effects
AD3	Facilitate group learning
AF1	Support DIP workers screening and referral assessment
AG2	Contribute to the development, provision and review of care programmes
AG3	Assist in the transfer of individuals between agencies and services
AI2	Help individuals address their substance use through an action plan
BD3	Ensure own actions reduce risks to health and safety
BE2	Provide information to support decision making

General terms of reference

In carrying out the above duties the project worker will:

- Commit flexibly within an agreed number of hours.
- Seek to improve personal performance, contribution, knowledge and skills.
- Participate in the appraisal, training and supervision processes.
- Keep abreast of developments in services, legislation and practice relevant to services for substance misusers.
- Ensure the implementation of all CRI policies.
- Commit to a minimum of one year.
- Contribute to maintaining safe systems of work and a safe environment.
- Undertake other duties appropriate to the role of the volunteer.

Person Specification

Experience Required

It is essential that volunteers have:

- Some knowledge of the issues facing substance misusers including social care, criminal justice, welfare benefits, health and accommodation.
- Good personal organisation skills.
- Sense of humour.
- The ability to undertake administrative duties.
- Are over the age of eighteen years.

And the ability to:

- Communicate confidently and effectively, verbally and in writing.
- Relate to the client group.
- Respond flexibly to the demands of the post.
- Offer a minimum of one half day a week to the service for a minimum of 1 year.
- Motivate and enthuse.
- Work as a member of a team.
- Adhere to all CRI policy guidelines.
- Understand and have a commitment to the principles of equal opportunity.
- Employ a mature, sympathetic and non-judgmental attitude towards service users.
- Show a capacity to work alone and supported by DIP team members and the ability to keep calm under pressure.

Desirable knowledge and experience of:

- Knowledge of local services and geography.
- Knowledge of the Criminal Justice System.
- A relevant qualification (or working towards)
- Maintaining professional boundaries and effective working within Criminal Justice agencies.

A volunteer role is subject to a Criminal Records Bureau check at an enhanced level.

Amendments: This description accurately reflects the present position; it may be amended and reviewed. Any change will be made following a proper period of consultation.

Prepared April 2008