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INFORMATION, ADVICE & GUIDANCE (IAG)

**VOLUNTEER ADVISOR – ROLE PROFILE.**

IAG Volunteer Advisors provide support to vulnerable adults who want to access **Training, Volunteering or Employment** opportunities.

* Applicants who have personal experience of mental health, unemployment, offending and homelessness issues are welcome to apply.

***A minimum of three months, for at least one day per week consistently over the agreed period, is needed to ensure that a consistent service can be offered to clients.***

**Role Overview**

* Complete initial assessments and work 1:1 with clients to identify clear individual goals.
* Support clients in accessing the knowledge and skills required to achieve their specific goals.
* Clearly record notes on client work to ensure efficient delivery of the service.
* Liaise with external services including prospective employers and training providers as required.
* Signpost or refer clients to relevant internal services and external agencies.
* Work as part of IAG team and maintain regular communication with clients and colleagues.
* Provide a professional and effective service to clients in line with Thames Reach policies.

**Skills and Qualifications**

* Good IT skills are essential.
* Good verbal and written communication skills.
* Ability to listen.
* Ability to build trusting relationships with clients.
* A problem-solving attitude.
* Motivation to support disadvantaged or vulnerable people.
* Awareness and understanding of the need for boundaries and confidentiality.
* An understanding of equal opportunities, discrimination and diversity.
* An awareness of health & safety issues in the workplace.

**What does Thames Reach offer to volunteers?**

* Invaluable work experience.
* Training in all tasks specific to the above role.
* Daily maximum of £4.50 refunded travel fares.
* £5.00 lunch voucher to Brewbird Café [local social enterprise], daily.
* Opportunity to attend some relevant Thames Reach core training courses.
* Focused support with progression to further training or employment opportunities.
* Professional references for future work/study/other volunteering opportunities.

Revised May 2019