

Volunteer Role Description

Role Title	Community Taskforce Volunteer Support for Ukrainian People
Your Support person	Heather Yang 07958540438 or Anna Nevmerzhytska 07960130094
Purpose of the role	<p>Is to support Ukrainian people in the community to increase their awareness of information in Edinburgh and Scotland.</p> <p>To use a language that the individual feels comfortable with.</p>
Where	Community Taskforce support is delivered to people across Edinburgh.
When	Sessions will be flexible and times will as needed. They will be no longer than 4 hours in duration
Task to be undertaken	<p>The volunteer will provide support to ensure that there is sufficient information offered in their own language in written documents or in a verbal form It will be very informal</p> <p>Any issues identified will be addressed by the support team as detailed above. It is essential for you as a volunteer adhere to the boundaries of the CT service as was illustrated in the Training Session.</p> <p>Maintaining boundaries <u>maybe</u> challenging. You may encounter situations in which it is difficult to maintain them as required, especially as you may wish to go the extra mile or bend the rules to do something you feel to be positive for the individual.</p> <p>Please be aware of your own comfort zone and if something does not feel right please let Volunteer Edinburgh know.</p> <p>VE Staff will arrange the</p> <ul style="list-style-type: none"> • Time, Duration and Location of the session • Do not to disclose information about individuals to third parties. • The information will supplied to you in a timely manner • Attention to detail will be important for this role • Accuracy will be required when using the written word or if translating verbally. • Please ask if you are not sure about something
Qualities required	Essential qualities for this role are: a warm, friendly and welcoming manner; good communication and patience.
Skills, Attitudes and Experience needed	<ul style="list-style-type: none"> • Strong verbal communication skills. • Good grounding in being able to work with others in a learning environment • Non-judgemental and sensitive approach. • Positive attitude. • Commitment to the policies at Volunteer Edinburgh

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Commitment & frequency.	You may be asked to volunteer once a week or more frequently subject to demand.
Support /Supervision	<p>Support will be provided by Volunteer Edinburgh to ensure that you feel supported and appreciated.</p> <p>Any training needs will be identified by the volunteer and discussed as required</p> <p>This role is covered by our insurance and Volunteer Edinburgh endeavours to keep you safe at all times.</p> <p>If specific resources are required this may be able to be provided</p>
Health & Hygiene	As a Community Taskforce volunteer you will ensure that you wash/sanitise your hands with soap and water before and after delivering support and remain vigilant throughout the time that you are delivering support.
Expectations of VE Volunteers	<ul style="list-style-type: none"> • Willingness to abide by Volunteer Edinburgh's Policies. • Willingness to use support systems.
Money & Expenses	<p>Volunteers may find themselves having to purchase goods when delivering support.</p> <p>To safeguard volunteers the following procedures will be followed:</p> <ul style="list-style-type: none"> • Volunteers will ensure they get a receipt where possible, there will be a purchasing system in place • Volunteers will follow training and guidance given to them. • All requests for support will be handled by Volunteer Edinburgh and volunteers should not agree to provide any financial support made directly to them. <p>Agreed out of pocket expenses which are incurred when carrying out this volunteer role will be reimbursed in line with Volunteer Edinburgh's volunteer expenses policy.</p>

Compiled by Heather Yang Core Services Manager

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