

Versus Arthritis

Volunteer Role Description

Role title:	Information Hub Volunteer.
Staff contact:	Regional Officer/Service Coordinator.
Location:	Information Hubs can be located in a hospital or a health centre.
Time commitment:	Between 4 and 6 hours a month. Most hubs run once a month for around 2 hours depending on the venue and a continued commitment will allow time for development, supervision and support for 2 hours per month.

How you will make a difference

Do you want to be involved in making sure that people with arthritis in your local area know what support and information is available to them? Would you like to be part of a team that strives to make sure that people with arthritis have access to the services that can help them live the life they choose?

Hub volunteers provide practical information resources on wellbeing, and crucially refer and signpost individuals into Versus Arthritis services such as our self-management course, community networks and volunteering opportunities.

This role is ideal if you feel you have limited time to spare but would like to make a real difference on a regular basis.

We are looking for someone who

- Has personal experience of arthritis or another long-term condition.
- Has effective communication skills and active listening.
- Ability to work as part of a team.

- Ability to maintain confidentiality.
- Enthusiastic, outgoing and enjoys chatting to members of the public.
- A commitment to support the work of Versus Arthritis and represent Versus Arthritis in a positive way.
- A willingness to attend all briefings and training related to your role.
- Is caring, sensitive and empathetic to all people regardless of their age, gender, sexual orientation, disability, ethnic origin, faith and culture.
- Is over the age of 18.
- Is confident, positive and enthusiastic.

What you will be doing

- Talking to members of the public in a friendly and enthusiastic manner to raise awareness of Versus Arthritis.
- Offer appropriate publications/materials.
- Answer general queries and direct any medical or other specific questions to the appropriate member of staff.
- Encourage people with arthritis to leave their details so that we can forward them further information.

What we ask of you

- Follow Versus Arthritis' Volunteering and Involvement, Confidentiality and Data Protection policies and act within our values and behaviours.

Practicalities

- You will speak to a staff contact to talk through the role and agree if this is the role for you.
- This role will bring you into contact with vulnerable adults and is subject to safer recruitment practices therefore we will ask you to provide the names of two people, one of which must have known you for at least two years, who can offer a reference for you; this could be a colleague or a friend but not a family member.
- To support safe recruitment, you will be asked to undertake an identity check and the appropriate level of criminal record disclosure screening:

This role involves working with vulnerable adults and will require the volunteer to have an Enhanced Criminal Record Check, dependant on nation specific requirements and guidelines.

Before you begin

- You will be required to complete the organisation induction and all mandatory training for the role.

What you will get in return

- Induction into your role.
 - Information Hub Training.
 - Training, resources and support to confidently understand and report safeguarding issues.
 - Access to ongoing support and supervision.
 - Reimbursement for reasonable out of pocket expenses (see the expenses policy).
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Safeguarding and Criminal Record Check

Versus Arthritis is committed to keeping children, young people and vulnerable adults safe from harm. During the recruitment process we will undertake safer recruitment practices and relevant checks to ensure applicants are suitable to work with children, young people and vulnerable adults.

This role DOES require a Criminal Record check.

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