



## 3.1 HAGAM VOLUNTEER PLACEMENT DESCRIPTION

**Placement Title:** Project Volunteer  
**Reports to:** Chief Executive Officer  
**Responsible for:** Nil staff

### 3.1.1 Underlying values associated with all placements within HAGAM:

The role/duties of the placement are outlined below. In undertaking this role, the volunteer will be expected to act at all times in a way that is consistent with and actively supports HAGAM's values and operating principles.

### 3.1.2 Placement Purpose:

- To improve access to appropriate services for clients with drug and alcohol misuse issues, their carers, families, and friends
- To provide support, information, and advice to individuals in relation to drug and alcohol misuse
- To assist in the delivery of an integrated service through the provision of assessment, keyworking, and group interventions
- To contribute to the safety of communities from drug or alcohol related crime and to improve the health of the communities
- To communicate HAGAM's vision and deliver its mission, corporate strategy and business plans



### 3.1.3 Key Duties and Responsibilities:

1. To provide an 'open access' drop-in service for residents of London Borough of Hillingdon to improve access to specialist substance misuse treatment
2. To assess clients and make onward referrals as necessary
3. To initiate, review and update care plans with each client in order to ensure that client's needs are appropriately met
4. To offer a range of brief interventions and harm minimisation strategies to clients
5. To contribute to the provision of effective group support for clients
6. To provide clients with access to wrap around support including housing, benefits advice, training, volunteering and employment
7. To ensure good working relationships are established and maintained with clients, colleagues, partner organisations and key stake holders
8. To support colleagues, providing advice and guidance as appropriate to ensure that care standards are maintained and that clients receive the most appropriate care
9. To assist in ensuring a safe environment for all, by delivering appropriate treatment interventions, assessing risk and preventing and managing abusive and aggressive behaviour
10. To record client information in accordance with HAGAM policy to ensure the integrity of information included in all activity reports
11. To manage your own practice in terms of keeping to a scheduled timetable, receiving clients in an open and efficient manner, taking case histories and practising in accordance with the standards laid out by the professional bodies
12. To develop your own knowledge and practice, attend supervision and team meetings so as to fulfil your role as an effective member of the team
13. To carry out any reasonable and lawful duties and responsibilities as required by HAGAM management



### **3.1.4 Further information and General Responsibilities**

#### Confidentiality

Ensure confidentiality at all times, only releasing confidential information in line with HAGAM policy.

#### Data Protection Act

To comply with the requirements of the Data Protection Act.

#### Conflict of duties

All applicants to any placement within HAGAM are required to declare any involvement either directly or indirectly with any firm, company or organisation that has a contract with HAGAM. Failure to do so may result in an application being rejected or placement being terminated.

#### Equal Opportunities and Diversity –DANOS AA4

To ensure that all service users, their partners, colleagues both in HAGAM and other partner organisations are treated as individuals within HAGAM's Diversity and Equality framework

#### Health and Safety – DANOS BD3

You are required to comply at all times with the obligations of the Health and Safety regulations and HAGAM's Health and Safety Policy and Procedures.

You are responsible for taking reasonable care with regard to yourself as well as any colleague, client or visitor who might be affected by an act or failure to act by yourself.

#### Quality Assurance

To ensure all activities are managed in a way that supports HAGAM's Quality Assurance Strategy.

All placement offers are conditional to a satisfactory Enhanced Criminal Records Bureau (CRB) check and minimum of 2 references.



### 3.2 HAGAM PERSON SPECIFICATION

	Essential	Desirable
<b>Qualifications and training</b>		<ul style="list-style-type: none"> <li>• Relevant OCN/NVQ level 3 or equivalent</li> <li>• Be a member of a professional body</li> </ul>
<b>Skills and abilities</b>	<ul style="list-style-type: none"> <li>• Knowledge and understanding of assessment, care planning, key working and group work</li> <li>• Ability to engage effectively with vulnerable and socially excluded groups</li> <li>• An organised approach to time and case-management and carrying out necessary administrative tasks</li> <li>• Ability to work effectively as a team player in a collaborative and supportive manner</li> <li>• Excellent written and oral communication skills</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of solution focused Brief Therapy and Motivational Interviewing</li> <li>• IT skills &amp; awareness linked to Windows XP or above driven software</li> <li>• Knowledge of the Criminal Justice System and social care services</li> <li>• Effective group work skills</li> </ul>
<b>Experience/Knowledge</b>	<ul style="list-style-type: none"> <li>• Demonstrable experience of working in the health, social care or criminal justice settings</li> <li>• Sound knowledge of the addiction field and issues surrounding substance misuse</li> <li>• Knowledge of health and safety, including the assessment of high-risk situations for clients and colleagues</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of providing harm minimisation and relapse prevention in a community based drug and alcohol service</li> <li>• Experience of working as a volunteer or in a voluntary agency</li> <li>• Experience of facilitating groups</li> </ul>
<b>Personal effectiveness</b>	<ul style="list-style-type: none"> <li>• Confident</li> <li>• Organised with excellent time management skills</li> </ul>	
<b>Circumstances</b>	<ul style="list-style-type: none"> <li>• Commitment to support HAGAM's values and mission</li> <li>• Minimum two years commitment to volunteering at HAGAM</li> <li>• Willingness to attend training, clinical and management supervision</li> <li>• Flexibility of working times</li> </ul>	
<b>Diversity</b>	<ul style="list-style-type: none"> <li>• Demonstrable ability to effectively work with people from a range of ethnic, cultural, social, gender, age, religious and sexual orientation</li> </ul>	