



**NATIONAL  
LOTTERY FUNDED**



## **Stronger Together Volunteer 'Buddy' role profile**

You could do this role if you are available to volunteer for 4 hours per week for at least 3 months.

### **Role context**

Stronger Together is a Big Lottery Fund partnership project to support people experiencing or at risk of hardship crisis. The partnership, with seven other Oxford City based agencies, seeks to strengthen support for clients with complex problems to stabilise their situation and help them plan for the future.

During year one of the project we have found there is significant demand for handholding support for clients to enable the actions required to progress their situation to be implemented such as; support to appointments, collate relevant paperwork or attend useful groups or classes. We now want to respond to this demand with a 12-month pilot project to develop and implement a volunteer model to deliver this valuable support.

### **Purpose of role**

- To support advice agency clients, implement the advice given by their advisor or caseworker
- To encourage and support clients to further their coping skills by engaging with other workers attached to this project

### **Main duties and responsibilities may include:**

- Accompanying clients to agreed appointments and/or assessments
- Make phone calls on behalf of clients or support clients to make the calls
- Collate relevant paperwork and compose simple correspondence
- Check key information as requested by adviser about the problem including time limits, key dates and any requirement for urgent advice

- Signpost clients appropriately
- Liaise with Stronger Together Volunteers manager to ensure client's progress is monitored and recorded.
- Meet people in a variety of locations across Oxford

### **Personal skills and qualities that a Buddy needs:**

- A commitment to the aims and principles of the Citizens Advice service.
- Able to travel within Oxford City
- Being open and approachable.
- Ability to communicate clearly both orally and in writing.
- Ability to quickly sift through information and extract what is relevant.
- Respect for views, values and cultures that are different to their own.
- An understanding of why confidentiality is important.
- Competence in using IT i.e. Microsoft word, email, internet and search engines
- Ability to work as part of a team.
- Ability to recognise their own limits and boundaries in the role.
- Ability to speak another language (desirable but not essential)

### **Application process**

As the next step in the application process please go to <https://docs.google.com/forms/d/e/1FAIpQLScjNRuKFtwybICNRFxWsaIKuQ7LAUc5spuPZkAlhoaBiZhA7Q/viewform?> and fill in the online application form. Please put as much detail about your skills and experience as you can in the form as we select people to interview on the basis of the information provided in the application form.

**Training dates:** January 2019

### **Type of role**

This is an unpaid voluntary position, full training and travel expenses are provided