

Volunteer Role Description

Title	Meet and Greet Volunteer
Volunteer Lead	Community Engagement Coordinator / Team Leader
Location	Dundee
Time Commitment	3 hrs per week, Monday to Friday

Role summary

To welcome individuals and concerned others into the service, meeting and greeting them in the waiting area. You will help to inspire and support individuals affected by substance use moving them towards recovery and away from related harms.

We have a range of pathways within the service which we would love to have you explore and promote.

What will you be doing?

- Supporting individuals to explore what is on offer within the service and what options are available.
- Supporting service staff and volunteers in making the waiting areas comfortable, safe and welcoming.
- Undertaking tours of the service premises
- Addressing barriers to engagement by listening to individuals and seeking solutions.
- Supporting individuals to engage in community programs until they feel they are able to attend without support.
- Ensuring that Health and Safety regulations are followed i.e. fire safety and building safety.
- To feedback any learning and development needs, which could enhance the delivery of the meet & greet role.

The skills you will need?

- A friendly, positive and approachable manner
- Ability to work with people in a non-judgmental and solution-focused way
- Able to work independently and as part of a diverse team
- Ability to empathise with the challenges faced by the people using our services
- Able to follow instructions and act on own initiative within set boundaries
- Good command of the English Language both verbally and in writing
- Ability to respect and maintain confidentiality
- Lived experience of drug and/or alcohol journey(s) is not required but people who have lived experience are encouraged to apply

What's in it for you?

- Access to relevant training and ongoing role-specific guidance, support and additional learning opportunities throughout your time with us
- Opportunity to use and develop your skills as part of giving back to your local community
- Volunteer alongside a friendly and professional team that makes a real difference to people's lives
- Gain valuable experience and insight into the inner workings of a Community Drug and Alcohol service
- Regular contact and support at every stage of your journey as a volunteer, including an assigned member of staff for supervision and development
- Reimbursement of out of pocket expenses, in accordance with our Volunteer Expenses policy
- An opportunity to feedback about your experience volunteering with us
- Access to We Are With You employee assist programme

Please note that we require you to be a minimum of 18 years of age to be considered for this volunteering role

This role is subject to a Police Disclosure Check at a Standard Level