



## **Community Champion Volunteer**

### **Volunteer Role Description and Purpose**

Volunteer Community Champions support us in promoting the services we provide, on a local level by raising awareness of the service offerings, assisting with events, and improving engagement with the community. Community Champions are individuals who have strong links with their local community and understand the needs of local citizens.

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**Responsible to:** **Supervising Advocate**

**Location:** **Bristol / Bath and North East Somerset / North Somerset / Somerset / South Gloucestershire / Wiltshire**

**This post is subject to satisfactory application, references, interview and DBS.**

As a Volunteer Community Champion, you will support the promotion of our services across a specific area, attending community groups and events. You could also support our work behind the scenes creating a social media presence and be a 'face' for SWAN online. You will have the opportunity to create promotional material with the support of the IT Officer and make the project your own. We have Volunteer Community Champion opportunities across all our services.

### **Statutory Advocacy Services**

The Statutory Advocacy Services provide Independent Advocacy in 4 key areas. Supporting clients who lack capacity (Independent Mental Capacity Advocate, IMCA), clients who are sectioned under the Mental Health Act (Independent Mental Health Advocate, IMHA), have significant difficulty, and need support to make decisions (Independent Care Act Advocate), making a health complaint (Independent Health Complaints Advocate, IHCA) or who are struggling to be heard and need support with issues such as benefit appeals or accessing services (Generic Advocate).

Area: Bristol, Isle of Wight, Somerset and South Gloucestershire

### **Victims of Crime Advocacy Service**

The Victim of Crime Advocacy Service (VOCAS) provides practical, emotional and advocacy support for adult victims of crime and anti-social behaviour.

Area: Bath and North East Somerset, Bristol, North Somerset, Somerset and South Gloucestershire.

## **Living Well Advocacy Service**

Living Well Advocacy Service (LWAS) supports people living in Wiltshire with any long-term health condition to complete a Living Well Plan. A Living Well Plan is a record of a clients hopes and preferences for the future. It allows the client the opportunity to reflect on their past, identify things that are important to them today, whilst expressing their hopes and wishes for the future.

Area: Wiltshire

## **Community Money Advice Service South Wiltshire**

Community Money Advice South Wiltshire service offers free, confidential assistance. to help clients resolve financial worries, learn to manage their budget and break free of debt.

Area: South Wiltshire

## **Main Duties and Responsibilities**

- Build networks with external contacts, promoting the SWAN Service you represent.
- Liaise with and visit community groups to promote the SWAN Service you represent.
- Research and identify areas where clients may not be referred to our services for example victims of crime who are not being referred to the Victim of Crime Advocacy Service.
- Research and liaise with other support services across the areas, to ensure they are aware of the SWAN Service you represent.
- Assist in the development of new and established services focussing on how they are accessible to our clients.

## **Equality and Diversity Statement**

The Volunteer must at all times, carry out his/her responsibilities with due regard to SWAN's policies and procedures in particular; Health & Safety, Financial Authorisation, Confidentiality with regard to the Data Protection Act 2018 and all other relevant regulations.

**Equality, diversity and inclusion are core to our values. In the selection of our staff and volunteers, we are committed to equality with regards to protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. We welcome applications from disabled people.** The Volunteer must ensure a positive commitment towards equality by treating others fairly and not committing any form of direct or indirect discrimination, victimisation or harassment of any description and to promote positive working relations amongst employees, volunteers, suppliers and customers.

## **Organisational/Personal Responsibilities**

- The role requires commitment of one day a per week with some flexibility.
- To take individual responsibility to alert the organisation to health and safety matters, and general organisational needs and issues.
- To attend regular team meetings/ briefings and staff training opportunities.

- To attend supervision every 6-8 weeks as outlined in the Volunteer Policy.

### **Skills and Attributes**

- Positive attitude towards disability, equality issues and social status.
- Experience of liaising with stakeholders across the voluntary and community sector.
- Empathy towards victims of crime or anti-social behaviour. (VOCAS)
- Good communication and presentation skills.
- Good organisation skills.
- Knowledge of the local area.
- Ability to work as a team and using own initiative.
- IT literate in Word, PowerPoint and Excel
- Experience in using and adapting information for social media.

### **Benefits of Volunteering with SWAN**

- The opportunity to develop new and existing skills and gain experience volunteering in a charity.
- The opportunity to meet new people.
- The opportunity to build a Personal Development Portfolio.
- The satisfaction of knowing you are making a vital difference to the work of SWAN.
- Training and support through a thorough Induction and on-going support, advice and guidance
- Full training and ongoing access to keep knowledge and skills up to date.
- Out of pocket expenses reimbursed.