

BDP Project Volunteer Role Description

Role Title	Project Volunteer
Hours	4 – 6 hours per week during BDP opening hours, for at least 9 months.
Location	Based at BDP (11 Brunswick Square BS2 8PE).
Responsible to	BDP Volunteer Manager.
DBS conditions	Enhanced DBS.

Role Description	To assist the staff team in offering support and advice to service users accessing Engagement services at BDP.
Key activities	<p>Project Volunteers are based in the Health and Harm Reduction Centre (HHR Centre) and Needle Exchange at our central office in Brunswick Square. The HHR Centre is open from Monday to Friday 9am – 5pm and on Saturdays 9.30am – 1pm. Anyone with any kind of drug or alcohol related problem can come in. The centre is staffed by Engagement workers and volunteers.</p> <p>Health and Harm Reduction Centre – Volunteers welcome, engage, offer harm reduction advice, refer, assess, and signpost service users on, including to our onsite nurses.</p> <p>Needle Exchange - Volunteers are fully trained, inducted and supported to work in the needle exchange where service users can get new injecting equipment, return used needles for safe disposal and get advice on safer injecting and harm reduction.</p> <p>Helpline – Volunteers answer the BDP helpline, offering support and information to individuals, family members and other organisations. Volunteers have access to the confidential database and can record notes on it. Some basic IT skills are needed in order to use email and basic IT packages though training and support is given.</p> <p>Outreach – Volunteers accompany staff on outreach providing support to service users in hostels, wet clinics and other BDP outreach services running in Bristol.</p> <p>Groups – Volunteers support staff in facilitating, preparing and planning for groups running at BDP.</p>

	<p>Admin – Volunteers help with data entry using databases and Excel spreadsheets, particularly around Blood Borne Virus Testing and the delivery and use of Naloxone / Nyxoid. Photocopying when necessary.</p>
General Responsibilities	<ul style="list-style-type: none"> - To support the team to provide a welcoming, inclusive and accessible service - To feedback and communicate with the team during the shift, and to participate in debriefs - To take part in induction, essential training and relevant ongoing training - To be on time and to give reasonable notice (at least one day) if unable to attend - To attend 1:1 supervision with BDP Volunteer Manager - To comply with ROADS provider policies and reasonable staff instructions - To report any risk or safeguarding issues to line manager/named person - To maintain appropriate boundaries with service users - To take reasonable care of yourself and others - To ensure confidentiality at all times
Person Specification	<ul style="list-style-type: none"> - Willingness and ability to learn about issues surrounding drug and alcohol use - The ability to work within our harm reduction philosophy - Friendly, caring and non-judgemental attitude - Good listening and communication skills - The ability to respond calmly and appropriately in difficult situations - Reliability and commitment - Ability to work as part of a team - Willingness to work within BDPs confidentiality and professional conduct policies - Understanding and respecting boundaries, confidentiality and privacy - Commitment to 4 – 6 hours volunteering a week for at least 9 months post training
The support BDP will offer	<ul style="list-style-type: none"> - Induction into the role - Training - Support and supervision - Regular reviewing of your progress within the role - To take action for any safeguarding concerns you raise about service users - References - Refunding of travel expenses and lunch expenses if volunteering for 6 hours or more.