

Outreach Support Volunteer

Role Description

Reports to: **Regional Outreach Team Leaders and Coordinators**

At Back Up we understand that spinal cord injury can be devastating but we believe it needn't prevent anyone from getting the most out of life. Volunteering with Back Up is centred around our values: **We embrace challenge, we have fun, we build inclusive communities and we are ambitious for each other.**

Purpose

The aim of this role is to support the regional Outreach and Engagement Coordinators to meet injured people and their families, collect important data to be able to register and stay in contact with them, attend patient education sessions and visually represent Back Up within healthcare settings throughout the UK under broad supervision of the Coordinator/Team Leader.

Key tasks

To support Outreach & Engagement Coordinators at healthcare settings

- Be a visual presence within healthcare settings
- Represent Back Up at patient education sessions for newly injured people
- Help collect contact data to register people and their families
- Raise awareness of Back Up support services
- Support newly injured people in the acute stage of rehab, visiting people on the wards
- Feedback to Coordinators/Team Leaders post-visit including any patients newly registered and/or have been signposted to other Back Up support services

To be a role model and Ambassador for Back Up

- To talk about all Back Up services (Mentoring, Outreach, Courses, Children & Young People services)
- Work with a wide range of people from all walks of life

The person

- Empathetic: patient, sensitive and considerate of others' needs.
- Rapport builder: able to build encouraging and supportive connections, friendly, approachable and sociable
- Strong communicator: excellent interpersonal skills including communication and listening, confident in speaking in front of a group.
- Team player: responsible and confident.
- Respectful: maintains confidentiality adhering to data protection, equal opportunities and safeguarding policies and procedures.
- Self-aware: able to use personal experience in a helpful way for others, assertive without being overbearing, manages their own emotional and physical wellbeing knowing when to ask for support.

Experience and Knowledge

- Personal experience of living with spinal cord injury
- Sound knowledge of Back Up services, vision, mission and values

Time Commitment

- Attend an initial training event
- Annual development and refresher training offered
- Representing Back Up at 1-6 patient education sessions a year
- Regular visits to healthcare settings dependent

Support and opportunities provided

- Training will be given by attending an initial training course to develop your skills to fulfil the role. Further development and training opportunities are offered annually.
- Agreed expenses paid by Back Up
- Support and guidance from Back Up Outreach & Engagement Team and other Back Up staff as applicable
- The chance to work as part of a dynamic team and to see first-hand the impact Back Up services have on individuals at an early stage.



Safer recruitment

Back Up has safer recruitment procedures in place to manage risk when volunteers are working with children, young people and/or vulnerable adults. This role is subject to a compulsory standard regional criminal records check and reference checks.

Healthcare settings may have their own volunteer onboarding processes to be completed prior to volunteering on behalf of Back Up.