



# Brighton and Hove Speak Out

## Volunteer Role Description

### Drop-in Facilitator

#### About us

Speak Out is an independent advocacy charity for people with learning disabilities living in Brighton and Hove. We support people to:

- Speak up and get their voices heard,
- Have control over their lives and find solutions to their problems
- Participate in and positively contribute to their community

#### What we need

A volunteer to help facilitate weekly drop-ins at our Brighton based venues. People with learning disabilities attend drop-ins either as a social activity to chat and meet with others helping to avoid social isolation or to access short-term advocacy support to deal with a problem or find out information. A Drop In Facilitator may be assisting communication within the group, supporting people to find out information as needed, helping to facilitate occasional workshops and activities.

#### Requirements of the role

- To attend initial induction training and ongoing training as require
- To adhere to Speak Out's Code of Practice for Volunteers and Advocates
- To report to the Volunteer Co-ordinator or project leader and take part in supervision as needed
- To be independent of learning disability service providers in Brighton and Hove
- To support people to find out information by various means including use of the internet, papers, leaflets, noticeboards etc. then support people to understand the information they need
- To facilitate dialogue between people who may feel less able to speak up
- To have basic IT skills that include Microsoft Word, Outlook, and internet research
- To be aware that some people may display challenging behaviour
- To be able to cope with stressful situations in a calm manner
- To help set up the drop-in space, ensuring the provision of drinks and snacks are available, and to clear up the space afterwards as needed

#### Expected Commitment

To be able to make a regular weekly commitment of around 3 hours for at least six months after training

## Support

- Each Volunteer will attend induction sessions with the Volunteer Coordinator/ staff member, in order to familiarise themselves with Speak Out's working practices and to prepare for their Volunteering role.
- Volunteers will be offered 1:1 supervision at least every three months with a member of staff. There will also be group supervision and volunteer forum meetings, training sessions on specific topics and social get-togethers throughout the year.
- Volunteers will always have access support from a member of staff and are made to feel welcome part of a team.

## Essential Qualities

- A commitment to the provision of quality services and support for disabled people
- A friendly and supportive manner
- A preparedness to make a regular time commitment
- An ability to use one's own initiative
- To be calm, non-judgmental and show empathy to service users
- To be committed to equal opportunities and upholding human rights
- To be confident and patient in a social situation with people who have differing abilities  
To be creative and flexible when communicating with people who have varying communication techniques
- To have good listening and observational skills and be able to support people to speak up

## Desirable Experience and Qualities

- Knowledge and understanding of disability and disablement issues.

## Benefits

- An opportunity to offer your skills and experience.
- The chance to build confidence, self-esteem and make a difference.
- Access a range of free course related to your role
- To help people with learning disabilities be included in their community,
- Join a team committed to a better, more equal and inclusive society.
- Meet new people.
- Learn new skills, develop your C.V. and gain work references.

Please note:

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This role does not require any knowledge and or experience of a particular project or department.

All Staff & volunteer appointments are subject to satisfactory DBS Clearance.

Signed: Speak Out Staff

Date

Signed: Volunteer

Date