

# **NORTH EAST COUNCIL ON ADDICTIONS**

## **VOLUNTEER ROLE PROFILE**

### **Support Worker**

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#### **Background Information**

The North East Council on Addictions (NECA) is a large regional charity working in the area of substance use/misuse.

Established in 1974, NECA is a registered charity and was founded initially as the North East Council on Alcoholism. The scope of NECA's work widened as problems associated with drugs and solvents became prevalent, and to signify the increasingly diverse range of service provision offered it was decided to change the title of the organisation to the North East Council on Addictions.

NECA currently employs over 250 staff and 20 volunteers with an organisational turnover of over 7 million (2009/10). We are an Investor in People.

#### **Role Purpose - Tasks and Activities**

- Help facilitate group work where appropriate
- Develop resources eg posters, advertising activities
- Meet and greet clients
- Support clients to complete paperwork, eg benefit forms
- Establish therapeutic relationships with clients
- Refer and signpost to specialist agencies
- Promote equal opportunities and advocate for clients when required
- Perform needle exchanges in line with operational procedures (not at all centres)
- Gain knowledge around injecting equipment, safer injecting techniques, OD, BBV's, general health of drug users and socially excluded groups (not at all centres)
- Learn from others and share own skills/experience
- Take part in case management
- Provide basic information about substance misuse to clients and those who may support clients
- Accurate record keeping
- Contributing to team meetings and team learning
- Support chaotic clients who may have dual diagnosis, may be homeless or have other associated health problems.
- Assist clients in accessing education/training, accommodation, benefits etc
- Promote social inclusion and reintegration into community
- Promote reduction in drug / alcohol use by imparting knowledge around safer ways to use drugs / alcohol
- Work in a non-discriminatory way.

## **When and Where**

Based at one of NECA's centres. Dates and times are flexible.

## **Specific Qualities Needed**

- Reliability and punctuality
- Respect for the rights of those people you are in contact with
- Ability to negotiate and undertake a manageable workload and reasonable time commitment within your capacity
- Ability to ask for support when and where it is needed
- Excellent communication skills
- Willingness to undertake relevant training
- Open to change and able to request support to deal with change if necessary.

## **Quality Assurance**

NECA aim to offer a quality service at all times and are committed to promoting continual improvement throughout all services delivered. All volunteers are expected to share this aim and contribute towards upholding and enhancing further the standard and quality of service delivered throughout NECA.

## **Training**

Relevant in-house training will be provided.

## **Expenses**

In accordance with HM Revenue and Customs regulations, volunteers will be paid the cost of their journey from home to Centre / Project, bus fares or 40p per mile as appropriate. Where for whatever reason a Volunteer is allocated to a Centre / Project which is further away than a Centre / Project closer to their home, only the shorter distance may be claimed

Where previously authorised, NECA will pay reasonable expenses incurred whilst undertaking voluntary tasks, either bus fares supported by a receipt or mileage rate, currently 40p per mile, if travel undertaken by car.

## **Support and Supervision**

Regular and on-going supervision and training will be provided to motivate and support Volunteers to enhance their volunteering work and to assist them to deliver quality services, enabling them to make a continuing and effective contribution to the success of the organisation and to their own continuing personal development.