
Description of duties – resident volunteer

Updated June 2015

The aim of the Project is to provide semi-independent shared accommodation for young people between the ages of 16 and 21 who are referred by Surrey Social Services. Priority is given to young people currently in, or who in the past have been in, residential or foster care in Surrey, and who are deemed at present to need supported accommodation of this type.

Responsible to: Housing & Support Manager (HSM).

Main Purpose: To live as part of the household, providing a sensible and stable presence. Having responsibilities to ensure new clients are helped to settle in. To notify the Housing & Support Officers (HSOs) regularly on the welfare of each client, especially if their behaviour is a matter for concern or if they are breaking the terms of their Licence Agreement. To report to the HSOs any maintenance and repair requirements.

Expectations

- free accommodation in return for living at the property and using it as your main home. It is expected that, except when away on holiday, you will stay at the property at least two weekends in any four and that you will not spend more than two nights away from the property each week. (These should not be the same nights each week as clients will quickly become aware of such patterns.)
- due to the vulnerability of clients, all residential volunteers are required to apply for an enhanced DBS [criminal records] disclosure.

Duties

1. **By arrangement to meet or speak by telephone with a HSO every week without fail** in order to inform them of the welfare of each client and report any maintenance or repair issues.
2. To ensure that a copy of the house rules is displayed and that clients are aware of them.
3. To convene regular meetings with the clients, which all clients must attend. The purpose of the meetings is for discussion of domestic issues and house matters. Meetings should be held not less than once a fortnight.
4. Wherever possible, to attend any house meetings organised by the HSOs.
5. To ensure that common sense standards of hygiene and tidiness are adhered to within the house and grounds.

6. To ensure that information and messages from the HSOs are passed on to clients and vice versa clearly.
7. To hold spare keys to the clients' rooms, **for use in an emergency only following consultation with on call staff.**
8. To attend RV meetings as required.
9. To attend regular support meetings with the HSM or Deputy Manager.
10. To abide by the terms of the RV accommodation agreement.

Responsibilities

11. To maintain professional boundaries at all times in your relationships with the clients.
12. To adhere to the Transform rules for shared accommodation.
13. To give one month's notice if intending to vacate the accommodation.
14. To inform the HSOs if expecting to be absent from the house for two consecutive nights eg weekends, holidays, business, emergencies.
15. To challenge discriminatory practice in line with Transform's equality and diversity policy.
16. Not to impart any information regarding clients to people other than the Project staff, without the prior consent of the client involved.
17. To keep all information pertaining to Transform and its clients strictly confidential, including after ceasing to be an RV.
18. To contact the on call HSO via the on call mobile in the event of an emergency.