

Thurrock Council volunteer role description

THURROCK CARES CHAMPION VOLUNTEER

Supported by	Community Led Support Team 3, Adult Social Care
Role summary	Thurrock Cares Champions provide a friendly and welcoming service within local community venues across Thurrock. As part of the Thurrock Cares partnership, volunteers have supportive conversations with residents, helping them identify their needs and find information, advice, services, activities and community support available in their area. Volunteers listen without judgement, offer guidance, and signpost people to the most appropriate support, whether they are seeking help for themselves, caring for someone else, or concerned about another person. By connecting residents with the right support at the earliest opportunity, volunteers help people maintain their independence, improve their wellbeing, and access help before issues become more serious.
Location	Currently in Grays, Chafford Hundred, Stifford Clays, West Thurrock and Little Thurrock – exact location to be discussed with volunteer
How to apply	Complete the application form at www.thurrock.gov.uk/volunteering

Tasks and responsibilities

- Welcome residents attending Information and Guidance Touchpoints and help create a friendly, inclusive and supportive environment, acting as a positive ambassador for Thurrock Cares.
- Talk to residents and listen to their concerns to find out what is most important to them.
- Provide information about local services, support and community activities available in Thurrock.
- Help residents find and access the services, groups or support that best meet their needs.
- Encourage wellbeing, independence and social connections by helping residents access support and community opportunities early.
- Support with setting up of venues and recording visitor information.
- Share information gathered from conversations with the Thurrock Cares Team.
- Must maintain appropriate boundaries and confidentiality – guidance will be provided.

Skills and experience

- A willingness to help support people.
- To be confident in talking with and listening to others.
- Training will be given, specifically about how to navigate the health and social care system.

Time Commitment

- Time will be agreed with the volunteer in advance, though at least 2 hours per week is preferable and on the same time and day each week.

Support you will get

- Induction training and on-going support.
- Staff available for contact and support during your volunteer time.
- Reimbursement of agreed travel expenses.

This role does not require a Disclosure and Barring Service (DBS) check.