

Volunteer Role Profile

Volunteer Role	SCT Community Volunteer
Volunteer Manager	Serving Community Team Chair
Where you will be based	Community

Why we want you

There is a SSAFA presence throughout the serving community, both in the UK and overseas. In many areas SSAFA has Serving Community Teams which offer financial, practical, and emotional support to serving personnel and their families. Some people can find themselves facing illness, bereavement or unexpected financial problems. Day-to-day activities can become difficult without a little help. That's where you come in, to provide emotional and/or practical support to members of the serving community. By being a listening ear, you could help someone feel less lonely whilst signposting them to other welfare services as appropriate. By offering practical help like a lift to a medical appointment or doing some gardening, you could ease the burden of some of those day-to-day activities.

What you will be doing

- Being available to respond to requests as and when they are received.
- Providing practical and emotional support through being a listening ear or helping with small tasks.
- Contacting beneficiaries and arranging to meet them at their home or in a suitable place depending on their needs.
- Keeping in touch with your Community Volunteer Coordinator or Serving Community Officer, updating them when you are not available.
- Adhering to SSAFA's procedures when supporting beneficiaries, ensuring SSAFA policies are followed, for example lone working.
- Liaising with the Serving Community Support Team and sharing best practice.
- Being an ambassador for SSAFA, ensuring welfare providers are aware of the support that SSAFA can provide.
- For this role you will be expected to travel to meet people at home or elsewhere. You may support an individual or a family, as one-off support or on a short-term regular basis.

The skills you need

- Friendly and approachable with good listening skills, patience, and a positive attitude.
- Good communication skills both written and verbal.
- Excellent understanding of the importance of boundaries and confidentiality.

- Respectful and non-judgemental approach to beneficiaries.
- An understanding of the challenges that the serving community can face, their family, other agencies and SSAFA colleagues, is essential.
- Ability to travel to meet volunteers and clients (out of pocket travel expenses will be reimbursed in line with SSAFA policy).
- IT skills to communicate online and access eLearning courses.
- A willingness to adhere to all relevant organisational policies and procedures.
- We welcome volunteers of all backgrounds, abilities, races, sexual orientations, socio-economic backgrounds, and of all faiths and none. SSAFA is committed to making reasonable adjustments to support volunteers with disabilities, so they have access to the same opportunities and experiences as volunteers who do not.

What's in it for you

- Give back to the Armed Forces community.
- Support people in your local serving community using your skills, knowledge and life experience.
- Gain experience, training and skills that you can highlight on your CV and in job interviews.
- Receive support and friendship from your local SSAFA Serving Community Team and the wider SSAFA community.
- Better physical and mental health – studies show that volunteers live longer and experience lower levels of stress and depression!

Disclaimer

SSAFA is committed to safeguarding and promoting the welfare of all those involved in our work and expects volunteers to share this commitment. This role qualifies for a criminal record check, which will be carried out at no cost to you. If you have a criminal record, it won't necessarily stop you from becoming a volunteer. Please read our volunteer vetting guidance for more information.