

# **Volunteering Roles**

**VOLUNTEER: EVENTS, STALLS, networking & service supporting**

**DEPARTMENT:** Gwent Ngage

**LOCATION:**  Gwent

**REPORTING TO:** Assigned Volunteer Link Worker

Purpose

All volunteers may be asked from time to time to attend events and man stalls. Other duties may include admin support, which will also include covering the Single Point of Contact telephone, supporting case workers with 1:1 appointments, assisting with social media campaigns and transporting young people to activities. It will be the responsibility of the Barod or partner agency staff member to ensure you have all the information you need prior to attending an event or any other activity. **This is relevant for all volunteers who attend events.**

### Key tasks:

* Welcome people attending and talk about the specific activity, Gwent Ngage and Barod in general
* Keep the area/ stall/ table clean, tidy and presentable always
* Follow any health and safety rules provided by the venue
* Be involved in activities, support the facilitator in any planned activities
* Be a good ambassador for Gwent Ngage, Barod and its services
* Promote Gwent Ngage and its services to partner agencies
* Deliver promotional material to partner agencies

### Key Skills:

* Good organisational skills
* A confident and friendly manner
* Enthusiasm for working with people in the community
* Good communication skills
* A willingness to learn about substances, their effects and associated health issues
* Empathy and a non-judgemental approach
* The ability to participate in line with Barod guidelines including Confidentiality and Boundaries

**Drugaid Risk Assessment – Volunteer Roles**

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| **Role** | **Undertaken by** | **Date of Assessment** | **Date of Review** |
| Events and stalls |  |  |  |

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| **Hazard** | **Description of circumstances** | **Identified risks (including people at risk** | **Level of risk** | **Control measures** | **Revised level of risk** |
| Inappropriate behavior from the public | Volunteer shadowing member of staffOr volunteer delivering  | Members of the public can display inappropriate behavior to the risk of volunteer of staff.Substance misuse is a highly emotive subject matter | MediumNo incidents recorded to date | There should be two members of the workforce – staff or volunteers present at any one timeAll staff have de-escalation training  | Low |
| Table, banners and other display equipment | Handing or moving tables, stands or display equipmentEquipment not properly secured can fall | Volunteers, staff and members of the public | Low | Manual Handling training is available to all staff and volunteersEquipment should be checked prior to taking off base. Damaged equipment should not be used.Non Drugaid locations will have their own risk assessments and regulations around the use of equipment, location of stand/ stall and volunteers or staff should by guided by theseDrugaid Cymru has public liability insurance | Low |