**Resilience Volunteer – Role Description**

**Volunteer Role Title:** Resilience Volunteer

**Daily Supervision:** Therapeutic Support Programme Team

**Accountability/Professional Responsibility:** Debi McKeown - Lead Nurse Therapeutic Support

Therapeutic Support Programme Team

**Location:** James Cook Hospital, Middlesbrough

**Key Relationships:** Therapeutic Care Team

Wards/Departments

**Resilience Volunteers will:**

* Help to improve connections with others and bring people together providing a sense of belonging
* Give support and provide reassurance to others
* Encourage others to value their strengths
* Develop ways in which they can increase the self-esteem of others
* Provide confidential support for anyone requiring a listening ear
* Provide a space where people feel accepted and understood
* ‘Check in’ with people and involve them in current projects and ideas
* Organise events or projects which will enhance the wellbeing of others
* If required, provide mentoring
* Build self-esteem and confidence in others whilst helping them to feel hopeful about the future

**Personal Qualities**

* Tact and sensitivity
* Excellent communication skills
* Commitment to the service
* Approachable
* Friendly
* Professional approach

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| **Person Specification** |
| **Knowledge and Skills**  |
| *Essential*  | *Desirable*  | *Assessment Method*  |
| * Able to Communicate effectively both verbally and written
* Good understanding of the importance of confidentiality
* Able to present themselves positively and professionally
* Good communication and interpersonal skills
 |  | N/A  |
| **Qualifications & Training**  |
| *Essential*  | *Desirable*  | *Assessment Method*  |
| * Good command of verbal and written English
* Committed to undertake training as appropriate for the role
 |  | N/A  |
| **Personal Attributes**  |
| *Essential*  | *Desirable*  | *Assessment Method*  |
| * Committed, motivated and enthusiastic
* Ability to remain calm
* Flexible, friendly, caring attitude
* Able to work as part of a team
* Responsible, reliable, mature, honest
* Willing to make the most of training support opportunities
* Willing to treat everyone with consideration, dignity and respect.
* Accept appropriate supervision and guidance from staff
 |  | N/A |

**For more information please contact:**

Therapeutic Support Team 🕿 01642 835863

The James Cook University Hospital

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Middlesbrough

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