

Volunteer Role Profile

Volunteer Role	Volunteer HOPE Star - Support Role for the HOPE Programme
Volunteer Manager	Volunteering
Where you will be based	Community

Why we want you

Volunteers are at the heart of everything we do, they help enhance our patient and visitor experience. HOPE uses positive psychology and evidence-based activities, such as goal setting, action planning, mindfulness and gratitude diaries, to create an upward spiral of positive emotions leading to improved confidence, social support, happiness and well-being.

The Help Overcoming Problems Effectively (HOPE) Programme is a free self-care, self-management programme that is delivered across Devon. HOPE supports individuals to consider “what is important to me?” and to build the confidence and resilience to better manage their condition(s), symptoms and challenging experiences that may arise. HOPE was developed by the University of Coventry and is an evidence-based, accredited programme, which is delivered under licence from Hope for the Community (H4C).

The programme is very much person-centred, encouraging participants to focus on them as an individual, not on their long-term condition. They are important, and they matter too. HOPE aims to boost the participants’ self-confidence and resilience, to help them cope better emotionally, psychologically and practically. Although people who have completed the programme have commented that it is therapeutic, we must emphasise that it is not therapy. If they need more specialist support, they are asked to speak to their GP or other healthcare professionals.

We aim to bring groups of people together that are going through something similar (e.g. chronic pain, anxiety and depression, diabetes, Long Covid, parents of autistic children etc.). Shared experiences enable people to connect, empathise, and offer peer support to one another. Often groups start as strangers and leave as friends!

Participants must be over the age of 18 to attend, and live in Devon unless they choose the digital option, which is open to people living in the South West of England. If they wish to bring along a friend, family member, or a carer for support to our face-to-face and virtual courses, they are welcome to, they just let us know prior to attending.

There are three versions of the HOPE Programme that are available to people living in Devon which are Face-to-face, Virtual and Digital.

What you will be doing

- To support HOPE Facilitators to deliver the programme.
- Carry out roles such as: tea/coffee making, supporting with paperwork distribution, one-to-one support with participant's who may be feeling anxious or have difficulty reading and/or writing. There will be opportunities to be involved with delivery (e.g. reading out a mindfulness activity) if you wish to do so.
- If you would like to support a virtual HOPE programme, you may undertake roles such as: supporting with the PowerPoint presentation, monitoring of the chat section etc.
- Be available for the whole of the 6-8-week course. If you are unable to attend a session, you will need to contact the facilitators and coordinator as soon as possible.
- To signpost and support individuals to access appropriate services for those who have given consent, with support from your facilitators and coordinator
- To promote peoples' equality, diversity and rights, and to challenge discrimination and inequality towards any group where it exists
- To deal effectively and sensitively with any difficult unforeseen events, with support from your facilitators and coordinator.
- To report safeguarding concerns (training provided) with support from your facilitators following trust policies and practices.

The skills you need

- An understanding and discreet approach
- Proactive and assertive
- Interpersonal and communication skills
- Genuine interest in people
- Positive outlook and being non-judgmental
- Be able to follow the programme as designed and scripted
- Be available for the whole of the 6-8-week course. If you are unable to attend a session, you will need to contact your co-facilitator and coordinator as soon as possible
- Able to attend supervision and review meetings
- For face-to-face, you will be expected to get yourself to the venue and will be reimbursed appropriate expenses (including group refreshments).

What's in it for you

- Meet new people
- Be part of an amazing team
- Gain new skills or use existing ones

Disclaimer

Following your successful application, you will be invited to an interview and you may be asked some questions in relation to our current Infection, Prevention & Control guidance - this may impact on which roles we can place you in. Most roles are subject to a DBS check and two satisfactory references being provided.