

ROLE SPECIFICATION

CLINICAL SUPPORT VOLUNTEER

Post: Clinical Support Volunteer
Reports to: Service Manager

Purpose of the Role:

Clinic Support Volunteers are based in Brook clinics, which provide free and confidential information, contraception, pregnancy testing, advice and guidance, testing and treatment for sexually transmitted infections. Clinic Support volunteers play a key role in empowering people to make positive and healthy lifestyle choices and to improve their wellbeing, by supporting them through their visit to clinics and transition into other services. This may include tasks such as greeting and guiding people visiting clinics, providing condom demonstrations, explaining how to use self-testing kits and follow up calls to people moving on to other services.

Commitment: (minimum hourly required if applicable)

7.5 hours per week minimum (Monday-Saturday)

Key Responsibilities:

- Uphold Brook's values
- To adhere to the volunteer agreement and code of conduct
- Complete all mandatory elements of your volunteer induction, including training
- Welcome people to Brook's clinic and guiding them through their visit
- Explaining to clients how to use self-testing STI kits
- Giving clients accurate and appropriate information about condom use, including condom demos
- Supporting with administrative duties such as phoning clients for sign posting and follow ups
- Gathering feedback from client on their experience at Brook's clinic
- Provide feedback on experiences, lessons learned and case studies.
- Any additional tasks based on local team needs

What Expect:

- You will receive all necessary training (on various sexual and reproductive health topics)
- You will be supported by your local clinical team, including regular supervision from your volunteer manager
- You will be based at a Brook clinic
- You will have a full induction into your volunteer role
- You will sign a volunteer agreement and code of conduct

- We expect clinical support volunteers to volunteer for a minimum of 14 hours per month to ensure that you and Brook gain benefit from being in role.
- We will reimburse out of pocket expenses, i.e. transport and lunch.
- You will be expected to complete a DBS check (this is free for volunteers)

Benefits to you:

This role could benefit you in many ways, a few to mention are:

- Insight into a national charity which supports hundreds of thousands of people every year
- Increased sexual health knowledge
- Gain experience in youth and sexual health services
- Develop skills and knowledge to support your CV and future job prospects
- Provided with accredited training on a wide range of sexual health and wellbeing topics.
- Opportunity to make positive impact to your community and meet likeminded people
- Gain experience in delivery of sexual and reproductive health programmes.
- Increased confidence

NB: This job description identifies the key responsibilities and requirements. It is not an exhaustive list of tasks that need to be completed. Brook reserves the right to amend the job description as the role develops with the organisation.

Brook is committed to equality in employment and service delivery and all those working for Brook are expected to actively promote equality and diversity in all aspects of their work.

From time to time, due to the needs of the service, undertake other duties that are consistent with your role and banding, including absence cover.

This job description and person specification may be subject to review from time to time in consultation with the post-holder.

Person Specification

We recognise our volunteer will come from diverse backgrounds with a range of skills and experiences.

Successful applicants will be able to demonstrate they meet the following criteria;

Experience:

- Experience of working to strict quality frameworks
- Able to organise own workload and work without direct supervision

Skills and Abilities:

- Communication skills (especially in relation to sexual health topics)
- Be able to use own initiative.
- Have good interpersonal skills and be able to work as part of a team.
- Be reliable and punctual, with good organisational skills.
- Have good IT and written skills, and be able to write basic reports.
- Able to effectively represent the organisation and promote core brand messages

Knowledge:

- Knowledge of sexual and reproductive health (SRH) or an interest in learning about SRH
- Supports the aims and work of Brook Services
- Understanding of equality and diversity principles
- Understand professional boundaries and work in a sensitive, confidential and non-judgemental way.

Other Requirements:

- Commitment to working outside of normal office hours if required
- Willingness to take accountability for own actions in the delivery of objectives
- Work within Brook's child protection and safeguarding policies
- Live, work or study in specified location.
- Be committed to volunteering within your local community.
- Demonstrable experience of working with young people in school or youth work settings or with adults in community settings
- Be committed to completing mandatory training requirements and induction plan
- Have an open minded, customer focused attitude with a passion to make a difference.
- Have a 'hands on' approach and a 'can do' attitude.
- Maintains strict confidentiality concerning all Brook matters
- Be committed to the aims, values and purposes of Brook's work.

A satisfactory Disclosure and Barring check will apply to this role