



Still Waters House Role Description

Resident Support Team Member

Role Title:	Resident Support Team Member (Volunteer)
Suggested Commitment:	2 - 3 hours per week in meeting residents and attending support supervision meetings.
Induction Training:	Over a 3-month period.
Suggested Commitment Period:	A minimum of 6 months although there is a flexibility depending on the volunteer's availability. This enables the residents of Still Waters House to have continuity in achieving their potential in living independently.
Supervisor:	

Still Waters House, ethos and overview.

Still Waters House is a unique accommodation through the ministry of Birmingham Central Baptist Church and other local church partners. This accommodation offers accommodation and support to men who have experienced homelessness or who are living in vulnerable housing situations. Still Waters House provides individually tailored support programmes to their residents, offering guidance, mentoring and opportunities to enable them to break the cycle of homelessness and to achieve independence where they can thrive and flourish. Our support encourages their determination to gain skills and experience enabling our residents to overcome obstacles to independent living.

We operate a referral process for men who are living in temporary or insecure accommodation and who have a desire to work towards positive change in their lives.

Still Waters House is a Christian expression of the hope that is found in Jesus Christ. As such it is important for all volunteers to be sympathetic or actively supportive of those values and where appropriate, in sensitive and non-proselytising ways to share their personal journey of Christian faith.

Role Summary.

Offer ongoing support for one or more residents living in Still Waters House by delivering the items of support outlined in the licence agreement

- Assist resident in settling into Still Waters House.
- Support resident in achieving their goals and aspirations as set out in their Support Plan.
- Ensure resident is meeting the objectives of the Needs Assessment and Support Plan
- To be an active member of the Still Waters House support team.
- Attend and contribute to regular supervision meetings.

Role Skills and Attributes.

- Some understanding / experience of working with people experiencing vulnerabilities
- Have active listening and a willingness to develop it further.

- A warm, friendly and empathetic demeanour.
- The ability to relate to people of different ages, personalities and backgrounds.
- Be person centred.
- Be aware of your own spiritual and emotional biases and vulnerabilities.
- Have an interest in this area, or a willingness to learn more about housing related support.
- Have an awareness of the physical problems and psychological issues residents may have.
- Have a commitment to developing your personal skills and knowledge in these areas.
- The ability to work as part of the Still Waters House team.
- Have enthusiasm, motivation and professionalism.
- Commitment to your volunteer role and flexibility when it is needed.
- The ability to keep accurate records.
- To respect residents' confidentiality and dignity.
- Be aware of personal boundaries (your own and other people's)
- Be respectful of diversity and difference to that of your own views and beliefs.
- Volunteer within Still Waters House policies and working practices.

Role Activities.

- To enable resident to achieve their goals and aspirations.
- To offer non-specialist counselling.
- Support in accessing appropriate welfare advice, debt advice and guidance.
- To support in budgeting and maximising income.
- Support in developing life skills as set out in support plan.
- Support in managing residents' tenancy and living safely within the accommodation.
- Encouraging resident to engage with other relevant professionals.
- Support resident in their engagement with other agencies.
- Supporting resident in creating positive relationships with friends and family
- Encouraging resident to take up a hobby or interest.
- Enable resident access to employment and training opportunities.
- Support resident in overcoming presenting challenges in a positive and solution focused manner.
- Develop positive decision-making skills.
- Supporting resident in their move on to independent accommodation.

What are the benefits to our volunteers?

- Experience supporting people affected by a range of issues.
- Great experience for gaining employment in an advice or support role.
- Access to relevant training opportunities.
- Being part of a friendly team and being part of the mission of Still Water House.

Volunteer Recruitment

All our volunteers are recruited through application and interview with references taken up as part of our safeguarding policy and procedure. This role requires an Enhanced Level DBS check. Volunteers are encouraged to have an informal conversation prior to making an application to decide if there is mutuality in expectations between Still Waters House and the Volunteer.