

Resident Volunteer (RV): Description of duties

## Updated August 2024

The aim of the service that this role relates to is to provide shared supported housing for young people between the ages of 18 and 21 who are referred by Surrey County Council. Priority is given to young people currently in, or who in the past have been in, residential or foster care in Surrey, and who are deemed at present to need supported accommodation before moving into more independent housing.

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| **Responsible to:** | Their designated lead person, which could be a Deputy Manager (DM), Service Manager (SM) or Housing & Support Manager (HSM) pending location. |
| **Main purpose** | |
| To live as part of the household, providing a responsible and stable presence. Ensuring that new clients are supported to settle in. To keep the local staff team, Housing & Support Officers (HSO’S) regularly updated on the welfare of each client, especially if their behaviour is a matter for concern or if they are breaking the terms of their Licence Agreement. To report to the local staff team any maintenance and repair requirements. | |
| **What we provide and need from a Resident Volunteer (RV)** | |
| * Free accommodation is provided in return for living at the property and using it as your main home. It is expected that, except when away on holiday, you will stay at the property at least two weekends in any four and that you will not spend more than two nights away from the property each week (these should not be the same nights each week as clients will quickly become aware of such patterns). * Whilst you will not need to pay for your core rent, you will have to pay the weekly service charge. * Due to the vulnerability of clients, all RVs are required to apply for an enhanced DBS (Disclosure and Barring Service) check at point of role offer. * To give one month’s notice if intending to vacate the accommodation. | |
| **Duties** | |
| 1. To meet or speak with a member of the local staff team once a week and without fail to inform them of the welfare of each client. 2. To report any maintenance or repair issues to local staff team as necessary. 3. To ensure that a copy of the house rules is displayed at the property and that all clients are aware of them. 4. To set up regular meetings with the clients, which all clients are expected to attend. The purpose of the meetings to discuss domestic issues and house matters. Meetings should be held at least once a fortnight. 5. Wherever possible, to attend any house meetings organised by the local staff team at the property. 6. To ensure that good standards of hygiene and tidiness are adhered to within the house and grounds. 7. To ensure that information and messages from the local staff team are passed on promptly to clients and vice versa. 8. To hold spare keys to the clients’ rooms, for use in an emergency only, following discussion with local staff or via the Emergency out of hours service. 9. To attend RV meetings as required. 10. To attend regular support meetings with the HSM, SM, DM or other relevant managers. 11. To comply with the terms of the RV accommodation agreement. | |
| **Responsibilities** | |
| 1. To always maintain professional boundaries in your relationships with clients. 2. To adhere to Transform rules for shared accommodation. 3. To inform the local staff team if you are expecting to be absent from the house for two consecutive nights e.g. weekends, holidays, business, emergencies. 4. To challenge discriminatory practice in line with Transform’s **Equality, diversity and inclusion policy**. 5. Not to impart any information regarding clients to people other than the local staff team, without prior consent of the client involved. 6. To keep all information pertaining to Transform and its clients strictly confidential, including after ceasing to be an RV. 7. To contact the Emergency out of hours service in the event of an emergency situation. | |

# Role specification

**To take on this role you must be able to meet the following requirements:**

1. Be over 21 years of age and have no dependents who need to live with you.
2. Be able to live at the accommodation provided as your main home.
3. Have a willingness and commitment to provide support for young adults who sometimes display challenging or difficult behaviour.
4. Be available to provide day to day advice and support to clients and provide a stable and responsible presence in the house, including during some evenings and weekends.
5. Have an awareness of safeguarding issues and a commitment to work with the team to protect clients from abuse and carry out any necessary training in this regard.
6. Have an understanding and commitment to supportive team working ensuring the local staff team are kept up to date with any issues or concerns you may have.
7. Have an ability to engage effectively with clients, the local staff team and neighbours.
8. Be able to maintain confidentiality and appropriate professional boundaries.
9. Have self-confidence to appropriately challenge clients if required and use your own initiative, whilst seeking help as necessary.
10. To complete all relevant training that may be provided by Transform.
11. Have an understanding and commitment to anti-discriminatory practice and equality and diversity.
12. Have experience of working with young people or have transferable skills that demonstrate the relevant skills needed for this role.