



## **WELLBEING VOLUNTEER ROLE DESCRIPTION**

### **INTRODUCTION**

THE LIGHTHOUSE CONSTRUCTION INDUSTRY CHARITY is a national charity helping and supporting those who are working or have worked within the construction industry and their families. We are the only charity that provides financial and emotional support to the construction community and their families who have suffered an injury or long terms illness or simply need a helping hand. We receive no public funding and rely on the generosity of those within the industry to help us continue our vital works

Our network of volunteers are essential to the Lighthouse Charity to provide support to the applicant when a visit is required to assess the suitability for financial support. Currently THE LIGHTHOUSE CONSTRUCTION INDUSTRY CHARITY has 19 affiliated Lighthouse Clubs in the UK and Ireland and run and managed by volunteer's who dedicate they own time to support the Charity to reach more and more people who need our help.

### **The Role of the Wellbeing Volunteer**

The role of the Wellbeing Volunteer is to visit the construction worker and/or the family to provide assistance with their application for financial support. The volunteer's role is to complete a financial assessment with the applicant based on the applicant's current circumstances and present recommendations to the Volunteer Co-ordinator. The visits will take place for the majority of the time within the applicants home or current residing property and the purpose of the visit is to assess suitability for granting financial assistance and where applicable signposting to the Caseworker for your area for support with wellbeing needs.. Volunteers are supported by the volunteer co-ordinator.

Volunteers will receive local induction training about THE LIGHTHOUSE CONSTRUCTION INDUSTRY CHARITY, attend a mandatory volunteer's course and training on our case management system prior to their commencement in the role. The Wellbeing Volunteer's are expected to attend their local Lighthouse Club's committee meetings which are generally held every quarter as well as the club's annual general meetings and other events to promote the work of the Charity. Mandatory refresher training is also delivered, and Wellbeing Volunteers will need to attend every 3 years. Interviews and references are part of the recruitment process. Given that any applicant may be at risk and/or vulnerable, this role is subject to a basic Disclosure and Barring (DBS) or country equivalent vetting checks.

A construction background is not essential however some knowledge or a willingness to gain knowledge of construction would be desirable. Knowledge of local support groups , services and other useful organisations as a signposting partner is desirable. A driver's licence is desirable as some areas may not be accessible by public transport.



A good knowledge of IT and report writing skills are essential. Wellbeing Volunteers should also be empathetic and non-judgemental. All volunteers are required to adhere to our Volunteer Handbook.

**Duties of a Wellbeing Volunteer include:**

- Ensuring confidential handling of all information concerning applicants in accordance with THE LIGHTHOUSE CONSTRUCTION INDUSTRY CHARITY's confidentiality and data protection policies.
- Raising any concerns regarding safety and wellbeing – the applicant's, self or others in line with safeguarding policies.
- Making contact with and visiting eligible applicants in their homes or care establishment to assess their need for financial support.

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- Frequently includes accessing and recording detailed (applicant-related) financial information (income & expenditure) and referring to the caseworker where applicable to source services on behalf of the applicant.
- Carrying out home visit promptly by contacting applicants within 48 hours of receiving details of a case and making a visit to the applicant's home within five days, advising the volunteer co-ordinator of the circumstances where this is not possible.
- Ensuring all financial cases are fully recorded on the application form and then documented on Case Management System.
- Ensuring personal safety recommendations are applied when visiting applicants.
- Monitoring the progress of a case, keeping the applicant informed, and advising referral agencies of the outcome.
- Attending and participating in the annual cluster meetings, your local branch meetings and mandatory refresher courses (every 3 years).
- Supporting the Local Lighthouse Club's fundraising and awareness activities where possible.
- Promotion of THE LIGHTHOUSE CONSTRUCTION INDUSTRY CHARITY in the local area so that eligible persons are aware of assistance available.



- Keeping the Volunteer Co-ordinator up-to-date with progress/activity reports and attending regular meetings to share best practise.
- Ensuring that all data processed or held as part of the role is processed and held strictly in accordance with THE LIGHTHOUSE CONSTRUCTION INDUSTRY CHARITY'S data management policies and procedures.
- Complying with and promoting THE LIGHTHOUSE CONSTRUCTION INDUSTRY CHARITY'S values and standards, including the code of confidentiality.