



## Volunteer Role Description

### Hope Programme Volunteer

**Background:** The Hope Programme is an innovative online mental wellbeing programme specifically designed to support the overall wellbeing of The Fire Fighters Charity's beneficiaries.

The 6-week programme covers a variety of topics including managing stress, smarter goal setting, gratitude, character strengths, physical activity, eating well, coping with fatigue, practising mindfulness, communication and relationships.

The programme includes quizzes, worksheets, audio and video materials, interactive activities and social networking via online forums. Participants are supported throughout by trained facilitators.

**Role Description:** Volunteers facilitate the delivery of the online Hope Programme to members of the fire services community, and support beneficiaries to feel empowered and become more confident to cope emotionally, psychologically and practically. Facilitators will help participants to discover new strengths and rediscover old ones to improve their health and wellbeing.

**Support:** Full training provided and ongoing support with a key contact

**Time Commitment:** Time available to facilitate the online Hope Programme on a daily basis, Monday to Friday, over a six-week consecutive period (Approx 1-2 hrs. a day, Monday to Friday, over the 6-week period).

Facilitating a six-week course will require some degree of flexibility with hours. More time for facilitation will be required in the initial weeks as numbers/activity levels are higher. This can be shared between two or three volunteers dependent on facilitators' time/course activity levels. Volunteers will also stay in weekly contact with co-facilitators for ongoing peer support, learning and team working and for blended delivery of approximately one-two 45 min virtual Hope Café sessions (if applicable).

### What will you do?

As a Hope Programme volunteer, you will work alongside the Hope Programme Coordinator and other Hope for the Community volunteers to support participants during the programme.

- Support and motivate self-management of participants of the Hope Programme using opening questioning to help explore the beneficiary's experience.
- Provide positive feedback and offer support and encouragement to improve psychological health and wellbeing.
- Monitor participants' engagement with the programme and offer gentle encouragement via messaging to support their continued progression throughout the programme.
- Create a safe and enjoyable learning environment and ensure all information shared on the platform remains confidential.
- Practice self-care to maintain personal wellbeing and act as a positive role model.
- Raise any issues/concerns that you may have with your nominated Psychological Therapist/Lead Practitioner, including any disclosures or perceived safeguarding concerns.
- Keep up to date with the Hope Programme and email communications.
- Retain access to the online Hope Facilitator manual and checklist to support programme facilitation.
- Complete and return all relevant documents within the given timeframes.
- Advise your nominated Psychological Therapist/Lead Practitioner if you are no longer available to a) facilitate the six-week course, b) facilitate a specific week during the six-week course and c) be involved as a Hope facilitator.

## **Skills and Qualities:**

### **Essential:**

- Volunteers will require reliable access to the internet via a smartphone, tablet or PC/laptop and be familiar with Excel and able to use standard Microsoft packages.
- Previous participation and completion of the online Hope Programme (or willingness to complete this prior to the Hope Programme Facilitator training).
- Willingness to undertake Hope Programme Facilitator training and achieve level 3 Accredited status (the costs for this training will be covered by The Fire Fighters Charity).
- Commitment to facilitate a minimum of two online Hope Programmes annually.
- Ability to communicate effectively with people at all levels both verbally and in writing, together with sound judgment skills.
- Excellent organisational skills with the ability to balance commitments.
- Ability to work unsupervised and maintain effective communication with the Hope team and your nominated Psychological Therapist/Lead Practitioner.

### **Desirable:**

- Experience of working with the Fire & Rescue Service or other emergency services. Experience of supporting service users in any of the following areas:– carer support, bereavement support, health and wellbeing.

### **Screening:**

Volunteers will be required to complete a DBS check and provide two references.