



Buddy Veteran Volunteer – Role Overview

Purpose and Goals:

The 'Serving Families on the Move' project is here to warmly welcome and support local serving forces families as they settle into their new community, helping them discover what's happening locally and feel part of it.

Relocating to a new area can be challenging for serving families, feelings of loneliness, stress, and uncertainty are common. This project is designed to offer friendly, knowledgeable support to military families living 'outside the wire', helping them adjust and thrive in Shropshire, Telford and Wrekin.

The Buddy Veteran Volunteer can provide support to a family member for a fixed period. Anyone supported will be over the age of 18 and would be referred to the project via Forces Welfare or Community Development Officers (CDO's).

Please note: Buddy volunteers do not carry out home visits or provide transport, but they offer valuable support in other meaningful ways.

Availability and Meeting Locations:

We envision that the Buddy Veteran Volunteer may consider an initial meeting at a venue on the station or at the Welfare centre and then progress to supporting the serving family personnel to engage with local social groups / activities.

Support will depend on the needs of the family that the Buddy Veteran Volunteer is supporting, and the availability of the volunteer and will be agreed in advance between them and the Community Resource Project Officer. The Buddy Veteran Volunteer is a flexible volunteering opportunity.

Ways You May Support:

- **Practical Support:** Helping with day-to-day challenges, whilst settling into a new community in Shropshire, Telford and Wrekin.
- **Health and Wellbeing Support:** A time for military families to talk about their experiences and unique challenges, including those related to deployment or relocation. Improve mental health & wellbeing through provision of accessible activities that meet the needs of service families.
- **Peer Support Networks:** Connecting military families with one another to build support networks, sharing advice and resources.
- **Local Groups:** Empower service families to make informed choices, with clear routes into support as required. Enable military families to navigate the complexities of their lives and thrive within the Shropshire, Telford & Wrekin community

Additional Considerations:

- Understand the importance of the organisation's health and safety procedures.
- Understand the importance of confidentiality and safeguarding adults.
- Be aware of the standards set by Community Resource and the need to always work to these standards.

What You'll Gain:

- The opportunity to meet new people and perhaps develop new interests.
- The satisfaction of assisting families through difficult times, offering practical help, emotional support and a listening ear.
- The knowledge that your support is helping the health and wellbeing of service families who feel isolated and lonely and the fulfilment that brings.
- Making a huge difference to service family life.

Skills You'll Bring:

The Buddy Veteran Volunteer works as part of a team of volunteers but meets on an individual basis with the supported family. You need the following skills:

- Confidence in meeting new people.
- Good verbal communication with a listening ear.
- Non-judgemental and accepting of people from different backgrounds to your own and who may find themselves in difficult circumstances.
- Reliable and dependable – you should arrive at meet-ups as agreed.

Access to a car/transport of your own may be useful. It is not mandatory but depending on the location of the supported person and the chosen activity, then you may need to travel (expenses are re-imbursed).

Training and Support:

- Every volunteer will receive our mandatory induction which covers Safeguarding, Professional Boundaries, Unconscious Bias, Mental Health Awareness, Lone Working and Personal Safety Awareness.
- Every volunteer will have access and be signposted to any other training which Community Resource feels is appropriate for the role.
- Every volunteer will be trained in all the tasks they are required to carry out to ensure they have the skills and confidence to fulfil their role. Tasks in the main will be to support forces families to settle and enjoy their time in Shropshire, Telford and Wrekin. It will include the recording of hours spent and activities undertaken with the person you are supporting as well as the submission of travel (and other expense) forms as appropriate.
- All volunteers will be supported by Valerie Graham, Project Lead.

Further Information:

- Volunteers are covered by Aviva Insurance Ltd public liability and personal accident insurance while working with us.
- Volunteers must be 18 or over. There is no upper age limit.
- Buddy Veteran Volunteer are required to complete (or already hold) a DBS (Disclosure & Barring Service) check as they are working with vulnerable adults.