



## Client Admission Champion

### Role description

#### Main Purpose

Quo Vadis Trust provides social housing, care & support for people in South East London living with mental health needs.

We provide a supportive living environment for adults who are at risk. We work in partnership with our clients to support recovery, increase independence, maximise potential and promote the best possible quality of life. Further information can be found here: <https://qvt.org.uk/>

#### Main purpose of the role

QVT has developed a Client Involvement and Empowerment Strategy, putting its clients at the centre of the delivery service.

We have developed a training program for clients to engage in different aspects of QVT service delivery.

The Client Admission Champion role has been created to facilitate the move in of new clients. At QVT we are aware that moving somewhere new could be a stressful event and although support from staff, new clients can benefit from having a peer who will become the first point of contact and would provide information and guidance from the point of view of someone who lives and uses the service.

The Client Admission Champion will meet with new clients, become the first point of contact, share their own experience of what it means living in the scheme and introduce the new person to other clients.

Working as a volunteer Client Admission Champion can be a very rewarding experience.

#### Tasks include:

- Prepare and distribute welcome boxes to new clients
- Arrange and attend appointments with new clients, sharing knowledge and information about living in QVT
- Show new client's accommodation, providing health and safety information
- Explain House rules
- Complete the Client Admission Checklist

- Be the first point of support for new clients
- Introduce new clients to other residents

### **Training**

Volunteers will receive the necessary training to develop the right skills. Everyone will be briefed and have the right knowledge about QVT key policies and procedure.

Training Include:

- Equality and Diversity Training
- Health and Safety training
- Peer support training
- How to welcome new clients and which information to provide
- How to create welcome boxes
- QVT service delivery standards and house rules.

### **Level of commitment**

This role requires flexibility and at least a commitment of 4 hours a month for three months.

### **This role would suit someone who:**

- Has a keen interest in helping others and facilitate the move in process.
- Is friendly and welcoming and trustworthy.
- Can treat everyone as equal in value and power and is respectful of differences
- Is flexible and well organised, as they will need to manage appointments with the new clients.

### **QVT offers volunteers:**

- A supportive, learning environment and the opportunity to gain valuable experience helping new clients to settle in a new environment.
- Reimbursement of travel expenses within Greater London; lunch expenses if volunteering a full day or tea/ coffee and biscuits for shorter time.

### **To express an interest:**

Send an email to [Volunteers@qvt.org.uk](mailto:Volunteers@qvt.org.uk)

The position is subject to a DBS check post interview.

NB. Please mark name of role in the subject line of your email.

