

**Supporting people with ‘hoarding behaviours’ - Making Space Project**

WE Care & Repair aim to improve the quality, safety and suitability of more of the homes of older people, people on low incomes & disabled people. **To achieve this we need your help.** Volunteering for WE Care & Repair means you’ll help us reach more vulnerable people across the West of England, not only to improve their homes but also to increase individual’s resilience, confidence and sense of wellbeing. WE Care & Repair is a not-for-profit Home Improvements Agency with charitable status

**Purpose of the role**

This is a rewarding opportunity to become involved in the innovative Making Space project. The project has been developed to support people with hoarding tendencies. Compulsive hoarding is often a hidden issue and can severely impact on quality of life. An accumulation of possessions can inhibit people living safely and comfortably in their home, prevent essential repairs or adaptations work being carried out, delay hospital discharge and can make the prospect of moving feel overwhelming. People accumulate possessions for a number of reasons and WE Care & Repair work closely with the Psychology Department of Bath University, their staff and students, to ensure our approach to support and service delivery is within the best interest of our clients. The project has been very popular resulting is a waiting list of over 100 referrals. We are looking for committed, enthusiastic and passionate volunteers who, after training, will be able to help empower clients to address their hoarding behaviours. We adopt a therapeutic and patient approach to support, as one of the core aims of the project is to sustainably help people to make their home safe and comfortable.

**What will you be doing and how often?**

* Empower clients to understand why they gather possession, why they find it challenging to let go of these and establish their motivations for why they would like to part with them
* Build a therapeutic relationship with the client and together form a plan for clearing areas of the house and organising their possessions
* Coordinate the clearance of the client’s items; ensuring they have consented to which items are being cleared and agreed to where they are being disposed (i.e. to friends and family, to a charity shop or to a recycle and waste disposal centre)
* The role involves lone working on a 1-2-1 basis as you will be visiting clients in their homes
* The length of a visit is flexible however we wouldn’t ask for a commitment of more than 5 hours in any one day.
* The frequency of visits is ideally between 7 – 10 days and will need to be mutually agreed between the client and volunteer
* The period of support is also flexible and an official review will take place after 3 months
* Volunteers will work in liaison with Caseworkers and support will be provided from the Volunteer Coordinator along with mutual support from other Making Space volunteers
* There are opportunities to become involved in the Making Space steering group, volunteer training and recruitment, and in informing the strategic direction of the project
* The locations of the visits vary as we support clients across Bath & North East Somerset, Bristol, North Somerset or South Gloucestershire

**Personal qualities**

* A passion for supporting vulnerable people and in particular, people with complex needs
* Have a warm, empathetic and non-judgemental communication style
* The ability to accurately and concisely document information, have access to email and demonstrate basic computer skills
* Ability to listen well
* Be patient and reliable
* Have confidence to support people with complex needs on a 1-2-1 basis in what can often be a challenging environment
* Preferably have access to a car or a willingness to travel on public transport
* **Other information**

DBS check: Due to the nature of the role you will need to have completed an enhanced Disclosure and Barring Service (DBS) check including a check of the DBS barred list before supporting a client.

To get an insight into the lives of people with hoarding difficulties, click the link to watch this video <https://vimeo.com/603058>