

This role is subject to an enhanced DBS with a check against the adult workforce. This role should not be taken up until the volunteer has completed the DBS process, and a letter of appointment has been received from the Safeguarding Section.

Responsible to

Parish priest or parish safeguarding representative.

Role purpose

To assist the parish priest in the provision of pastoral support and care.

Main responsibilities

- 1) To assist the priest in a range of pastoral support situations.
- 2) To assist the priest in providing care for parishioners who are not able to come to Mass.
- 3) To work together to ensure that the archdiocesan safeguarding procedures are in place and are monitored.
- 4) To meet regularly to discuss with the parish priest or other appointed person your ministry and those whom you visit to enable sharing of any concerns.
- 5) To access regular training opportunities to keep you informed of developments in your role.

Guidelines

Being invited into peoples' homes puts you in a unique position. You are most likely their only contact with the Church. Please make sure your visit is as reverent and meaningful as possible and be aware of their needs.

- a) When visiting the housebound you must remember that you are there at their invitation. It is a special relationship that you have, one that includes a degree of trust.
- b) Many housebound people are elderly, living alone and frail. You must be aware of your physical presence and use it to give confidence to the person.
- c) Relationships can develop and, particularly where there is no family, you may be trusted with confidential information of the location of valuables. It is recommended that for your own protection, your parish priest be made aware of such instances.
- d) Where there are family members it is recommended that they are made aware of your role and when visits will take place.

- e) Having got to know the people you visit, do only what you feel is right and proper for their well-being and, if in doubt, consult with your parish priest or seek advice from the Safeguarding Section.
- f) If you are asked to help in any way that involves handling money (e.g. shopping, Mass intentions or donations to the parish) ensure that all money is clearly accounted for.
- g) If concerned that a person is at risk of immediate harm, contact the police, ambulance service or adult social care services and advise the parish priest, parish safeguarding representative of the action taken.
- h) Make the person with overall responsibility aware of planned visits and when they are completed. Where possible volunteers should visit in pairs.