



## IT Support Volunteer/Buddy

*Thank you for considering volunteering with us! We are at an exciting time of development as we seek to stand in the gap and support those who are at risk of becoming homeless or are already.*

*We meet each person where they are, identify their strengths, aims and hopes and seek to empower them to become the best they can be as they engage on our*

**SERVICES PATHWAY.**

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**We are open Tuesday to Friday from 09.30 – 15.30 hrs**

**Days and Hours of Work to be agreed with you**

- The purpose of this role is to enable both Clients and Volunteers to further their IT skills and to support Clients towards independence/employment improving their IT competence in an increasingly digital world.
- This role offers a genuine opportunity to help people who find it difficult to secure or retain employment OR simply to assist a Client to learn some basic IT skills.

### **Primary Duties will include:**

- The IT Support Volunteer/Buddy will be providing 1:1 support to designated Clients, identified by the Caseworker team and help them to learn basic IT and gain skills and understanding so they can use a computer to access Universal Credit applications, prepare CVs and to apply for jobs.
- The IT support Volunteer/Buddy will monitor progress and feedback to our Caseworkers.
- The ideal candidate must have a passion for helping others, a desire to help people progress and ability to encourage and share learning of new skills.

### **Skills/Knowledge/Attitude:**

- Competent in the use of IT equipment and software
- Able to communicate well in a clear and patient manner
- Able to work well as part of a team
- Reliability, commitment and trustworthiness

### **Training**

- You will be guided through the key policies and procedures and asked to sign your agreement to follow them including a confidentiality agreement.
- All volunteer roles require a DBS check. THH will arrange this for you.
- Reasonable Travel/Parking will be re-imbursed to you if required. (receipt required)
- The post will be supervised by the Operations & Caseworker Leader

### **About The Hope Hub**

The Hope Hub (THH) is a registered charity set up by the ecumenical members of Churches Together in Camberley and is a faith-based charity. The Hope Hub was formed in December 2017 in response to a defined need to serve those who are homeless, at risk of becoming homeless, in financial hardship, unemployed and/or suffering with mental health difficulties and/or addiction(s). We work in partnership with Surrey Heath Borough Council and all other local organisations.

**Please complete our Volunteer Application Form and email to**  
[connect@thehopehub.org.uk](mailto:connect@thehopehub.org.uk) | 01276 581174

***Thank you for caring about those on the fringes of society***