



Welcome Team Volunteer

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.

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 welcome Clients on arrival at The Hope Hub, help them feel comfortable and establish what services they need to access.

Primary Duties will include:

- The ideal candidate must have a passion for helping others.
- We run an appointment booking system for Clients to meet with their Caseworkers as well as Clients accessing our Crisis Services including on-site meals, shower and laundry facilities. Dealing with clients in a helpful and constructive way is essential as the role will include ensuring the facilities are used in an orderly manner and kept clean.
- Helping to keep the small clothing bank tidy and ensure donations made to THH are recorded and stored in a manner that allows easy access to clothes and toiletries etc for a drop-in service for Clients between 10am – 2pm Tuesday to Friday.

Skills/Knowledge/Attitude:

- A positive outlook and manner are required and help without discrimination is essential. You will be a people person with good listening and communication skills.
- 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 each week. (receipt required)
- The post will be supervised by members of the Caseworker team overseen by Ops & CW 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 | 01276 581174

Thank you for caring about those on the fringes of society