



The Hope Hub Charity (CIO) exists for the relief of poverty and provides CRISIS and EMPOWERMENT services to anyone aged 18+ who is homeless, at risk of becoming homeless, unemployed, in debt struggling with mental health difficulties and/or addiction(s).

About the role:

Volunteers are an integral part of The Hope Hub, and their contributions are greatly valued. Their dedication and time enables our Frontline team to deliver the extensive services required to improve the lives of our Service Users within our service pathways of Crisis Support and Empowerment Services.

This new role will support our Projects Officer to deliver the practical side of Volunteer Co-ordination as we move into the second phase of working to secure the liV Best Practice Award in Volunteer Management. The Volunteer Coordinator will therefore have a dual reporting line and be responsible for following the Day Service disciplines within our defined policies to form nurturing and maintaining excellent relationships with our volunteers. Competence in IT is essential together with a team-based approach to working. You should be willing to develop and able to learn and upskill to deliver workshops to volunteers and Service Users in small groups. We operate a trauma informed, strengths based approach and follow the Outcome Star methodology for all new Service Users. Full training will be provided and competency measured to ensure safeguarding and best practice in a compassionate and appropriately caring manner is delivered.

We hope this role will be able to develop and grow in hours and responsibilities over time for the right person subject to funding, but will initially be for one year on a fixed term basis.

Main Duties and Responsibilities

- To work with the Head of Service Delivery to support the induction of new volunteers and continuing supervision of all volunteers.
- To maintain contact with all volunteers to ensure that they have a clear understanding of their role and duties and to coordinate the monthly rota.
- To Champion the support and commitment of volunteers and promote their wellbeing.
- To oversee donations into The Hope Hub, maintaining the stock room and ensuring a coordinated approach to stock rotation and shout outs.
- To work with colleagues to ensure safe and appropriate use of volunteers on all projects and within the day service crisis area.
- To support and follow the requirements set out by the Project Officer to secure the Investors in Volunteers Best Practice Award.
- To maintain the training records for volunteers and support them to complete appropriate training including L2 Food & Hygiene Certificate.
- To work with the Head of Trust, Grant & Fundraising & CEO as required to promote events and recruitment of volunteers.

Specific Requirements:

- Due to the nature of the role, the post holder will need an enhanced DBS check and clean driving license with access to a suitable vehicle.



- Have a keen interest in the Borough of Surrey Heath and an awareness of opportunities to promote the work of The Hope Hub.
- Enjoy managing and juggling priorities with an ability to remain cheerful and maintain a sense of humour.
- Be a reliable team player where everyone counts, whether a beneficiary, volunteer or a member of the staff Hope Team.
- A good working knowledge of IT, able to use office applications and databases to capture data accurately.
- Be willing to train and learn on an ongoing basis.
- Be willing to train with us to secure L2 Food & Safety Hygiene Certificate & Mental Health First Aid.
- Ideally, you will have proven experience of working with vulnerable people.
- A good basic level of education, vocational qualifications welcomed.

Important Relationships

- All Hope Hub team members, volunteers, trustees and Hope Hub registered beneficiaries. Important External Relationships & Stakeholders Statutory Services including SHBC, Housing benefit, Other Local Authorities as necessary. Adult Social Care, Housing and housing support providers, Health and mental health providers, Surrey Police, Probation.

We can offer you:

- 12 hours per week ideally worked over 3 days 10am – 2pm Tuesday-Friday based from The Hope Hub offices in Camberley.
- Training in trauma informed care and the opportunity for career progression.
- Travel expenses associated with this post will be reimbursed at the HMRC rate.
- £13.99 per hour subject to experience, will be paid monthly in arrears.
- All appointments are made on the basis of a 3 month probationary period.
- Annual leave entitlement is 33 days per annum including standard bank holidays pro rated.
- The Hope Hub operates a Stakeholder Pension Scheme for permanent staff in accordance with government regulations following a successful probation period.
- Free parking in the nearest car park to THH

Person Specification and Qualifications Please note:

The criteria specified on this form will be used as guidance when short listing all applications and during the selection process. Please ensure you provide evidence within your application, giving examples where appropriate, as to how you meet the specified requirement for the job. You may be asked to complete an IT competency test.

Interview Selection Process

THH is interviewing flexibly as suitable candidates arise. All candidates are required to complete a THH Application Form and can be downloaded from the website or collected from The Hope Hub offices on request. The interview will be conducted at: The Hope Hub offices.



About The Hope Hub

Working in partnership with Surrey Heath Borough Council, The Hope Hub provides a DAY SERVICES PATHWAY and currently opens Tuesday-Friday for service users offering CRISIS and EMPOWERMENT services. We also run 5.5 day Outreach Service and a 7 day Emergency Accommodation Service in partnership with the Local Authority. We are a registered charity originally formed by ecumenical members of Churches Together Camberley and is a faith based charity serving those who are homeless, at risk of becoming homeless, in financial hardship, unemployed and/or suffering with mental health difficulties and/or addiction(s).

Do get in touch with any specific questions or an informal chat with:

camilla.spicer@thehopehub.org.uk : 07543 429823 : Head of Service Delivery