

The Hope Hub

Volunteer Role Description & Person Specification



Volunteer Role

THH Outreach to St Martin's

Service Pathway:

Outreach Services

Location:

St Martin's Church, Old Dean

Responsible to:

Volunteer Coach: Paula Cooper
And
Service Delivery Manager: Camilla Spicer / Sarah Chatterton

Volunteer Mentor:

Ali Robertson-Fox

Days and Hours:

Thursdays from 9:30-14:00

The Hope Hub is a registered charity targeting the relief of poverty and prevention of homelessness in Surrey Heath and the surrounding areas. It has a strong partnership with St Martin's Church and is starting a new outreach programme to support people in their own community. Case Worker's from The Hope Hub have extensive experience of supporting people through times of crisis. For example, they can offer help with:

- Finance, from securing universal credit to debt management.
- Referrals for healthcare from accessing a GP to specialist help with addictions.
- Emergency Accommodation for local people and help with housing applications.

Volunteers enable our Case Workers to focus their time on delivering their specialist skills to raise outcomes for people as quickly as possible. We are looking to welcome a couple of volunteers to support this outreach programme. Tasks would include making service users welcome, logging contact details and booking appointments with Case Workers.

Essential requirements – The Hope Hub team can help and support with the following:

- A DBS check is required when working directly with vulnerable Service Users, however we do not anticipate volunteers being left alone with a Service User..
- At least two references will be required following a successful interview.

Key Tasks

- Supporting the set up with tasks such as preparing the refreshment table and a dedicated play area for small children.
- Meet and greet everyone who visits by offering them a warm welcome.
- Guiding visitors to the refreshment table and supporting them as necessary.
- Recording initial information, such as contact details and requests for help, respecting the confidentiality of the information shared in a public space.
- Guiding visitors to the Case Worker or making an appointment for the next available slot.
- Sharing key information/ flyers about the services The Hope Hub offers.
- Chatting with the visitor until the appropriate person is available.

- Supporting the Case Worker with quick admin tasks such as photocopying or helping visitors to fill in forms.
- Helping service users to access online accounts, such as universal credit, benefits or housing registers. Training will be provided.
- Helping to tidy the area at the end of the Outreach sessions.

Your Safety and Protection

- You will undertake an induction programme tailored to support your role and experience.
- You will be asked to read and sign our policies and procedures for keeping you, our Service Users and our staff safe and for meeting the ethos of The Hope Hub at St Martin's.
- Our Service Delivery Manager, Volunteer Coach and our (Voluntary) Volunteer Mentor will provide supervision, support and guidance.

Benefits of the Role

- ✓ Experience volunteering at one of the most dynamic charities in Camberley.
- ✓ Learn from and be supported by our Volunteer Coach and Volunteer Support Co-ordinator.
- ✓ Know that you provide hope, empowerment and crucial support to some of the most vulnerable people in our community.
- ✓ Be part of a team, using your personal skills to advantage and learning new skills from others.
- ✓ Gain experience and insight into working within the charity sector. This is an excellent opportunity for anyone who is considering a career in voluntary, charity, social care or health services.
- ✓ Comprehensive induction, ongoing training, and Volunteer 'thank you' and support sessions.
- ✓ Scope to extend into other areas of volunteering at The Hope Hub, in the community and/or at the Emergency Accommodation Service.
- ✓ Out of pocket expenses are covered in line with our policy.

We are looking for a small team of Volunteers who:

- Have a positive outlook and manner.
- Are able to help without judgement or discrimination.
- Are excellent communicators.
- Are willing to work flexible with staff to meet needs as they arise.
- Are well organised, can prioritise and multi-task.
- Will be reliable and committed to the role.
- Are willing to bring their own packed lunch.

Next Step

Please complete and return The Hope Hub Volunteer Application Form that you will find on the 'Volunteering' section of our website or call us for further information.

The Hope Hub | www.thehopehub.org.uk | 01276 581174 | connect@thehopehub.org.uk
 Registered Address: Knoll Road, Camberley, Surrey, GU15 3SY | Charity Number 1176452