

The Hope Hub

Volunteer Role Description & Person Specification



<p>Volunteer Role <i>Living Well Activities</i></p>	
<p>Service Pathway: Empowerment Services</p> <p>Location: The Hope Hub main site</p> <p>Responsible to: Head of Service Delivery: Camilla Spicer</p> <p>Mentor: Day Services Manager: Clare McCord</p> <p>Days and Hours: We would like a team of 'Living Well' Volunteers to cover our open times: Tuesday to Friday from 10:00-14:30</p> <p>Days and hours of work to be agreed with you.</p>	<p>The Hope Hub is a charity in the heart of Camberley with a mission to prevent and end homelessness in and around Surrey Heath. Volunteers and Staff work together to support vulnerable adults who are homeless, at risk of becoming so or who are recently housed to a position of strength and independence. Our Service Users tend to have diverse and complex needs, they are often extremely vulnerable, lonely and anxious. Under the guidance of our experienced Case Workers, this volunteer role aims to extend our support for men and women along our Services Pathway from Crisis to Empowerment.</p> <p>The Living Well Volunteers work in partnership with our Welcome Team who tend to be the first port of call in our Crisis Area. Once Service Users have addressed their immediate needs for food, refreshment and perhaps a shower, they often spend long periods of time waiting in the Crisis Area. Waiting for washing to dry, waiting for appointments with their Case Workers and waiting for call backs from housing departments, councils, GPs, addiction support and many other service partners. In the cold winter months Service Users stay as long as possible, just to keep warm and off the streets. These are often wasted opportunities to build on people's strengths, bolster their confidence, develop their CVs and empower them towards independent living.</p> <p>The Hope Hub has many resources that Living Well Volunteers may use to engage with and enhance the lives of Service Users. For example, we have bite-size training to improve budgeting skills, being a good tenant, basic DIY, and Health and Safety in the Home. Some of The Hope Hub staff and volunteers empower Service Users to use computers for studying, searching out work and/or simple programming. Others provide sessions in cooking, planting, crafts, board games and puzzles. To some extent, we can shape the role to match your own expertise as well as the interests of Service Users. Our aim is to occupy Service Users who are managing addictions and challenging circumstances, and to enable others to learn new skills, regain confidence and build self-worth. If this interests you, then 'thank you', please contact Gemma, our lead for Volunteer Recruitment, on the number below.</p>

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

- A DBS check is required when working alone with vulnerable Service Users. This should not be necessary initially.
- A Level 2 Food Safety and Hygiene Certificate is beneficial when working with food. Where helpful, we will support and cover the costs of other short online courses linked to our Living Well activities and cohort of Service Users.
- We request that volunteers join a minimum of three Volunteer Forums per year. These information updates and times to share observations are held at the hub and online. They can be accessed remotely and watched again at a time to suit you.

Key Tasks

- As part of your induction programme, you will observe, shadow and learn from the staff and volunteers at The Hope Hub to understand our Services Pathway from Crisis through to Empowerment.
- To become familiar with the games, resources and support materials available to complement your discussions and activities with individual Service Users.
- To discover the individual strengths, skills and expertise of other volunteers and staff, so that you may draw on their knowledge and support where appropriate.
- To build a rapport with Service Users as they wait in the Crisis Area at The Hope Hub. Understanding that trauma, multiple and complex needs often underly their behaviour and daily lives.
- To empower them, by developing their interests, supporting their learning or guiding them towards greater independence.
- To liaise effectively with the Case Workers to identify ways to meet the needs of the Service Users and feedback new concerns or achievements.
- To partner with the Welcome Team Volunteers to help them meet changing demands, such as storing harvest gifts, serving meals to more people than expected, or keeping the refreshment area stocked.
- Keeping the shower and laundry facilities functioning and encouraging Service Users to tidy areas themselves and end the session with facilities clean, organised and in keeping with our Level 5 Food Safety Rating.

Your Safety and Protection

- You will be asked to read and continue to have access to our policies and procedures for keeping you, our Service Users and our staff safe and for meeting the ethos of The Hope Hub.
- At least two references are required for everyone offered a role at The Hope Hub.
- During the first few weeks and months you will follow an induction programme that guides you through our safe working practices, how to safeguard vulnerable adults and support victim survivors through a strength-based, trauma informed approach.
- Our Head of Service Delivery and our Day Service Manager will provide you with ongoing support, supervision and guidance.
- Other volunteers and staff will always be nearby and within sight or sound ready to support you.

Benefits of the Role

- ✓ Experience volunteering at one of the most dynamic charities in Camberley.
- ✓ Learn from and be supported by our Volunteer and Staff team.

- ✓ 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.
- Can serve others without judgement or discrimination.
- Are patient, kind and able to communicate clearly.
- Are able or willing to develop their skills in managing adults, who are sometimes overwhelmed by their circumstances, with the staff support team at hand.
- Will guide adults (across the intellectual spectrum) to master new skills such as, form filling, budgeting, rewiring a plug safely, energy efficiency in the home, cooking meals using an air fryer, creative arts, useful crafts, working together etc.
- Are well organised, can prioritise and multi-task.
- Will be reliable and committed to the role.

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.

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