

**Title:** Volunteer Progress Mentor – Hand Up

**Location:** Northampton Hope Centre, Oasis House, Campbell Street, NN1 3DS

**Purpose of the role:** Assist in the effective operation of our Support Hub; talking and assisting people in our Support Hub, often in need or in crisis (always supported by paid staff)

**Hours:** This role runs Monday to Saturday in 2 - 4 hour shifts. The right candidate will be able to commit at least 2 days per week on the same days. Get in contact to discuss your availability.

### What tasks may be involved?

- Supporting Service Users to engage in the support on offer
- Welcoming Service Users to the service, covering key areas of access (the Door and reception)
- Logging Service Users attendance to the service
- Capturing Essential Support Needs from 'New to Service' individuals
- Arranging and supporting appointments with Support Workers
- Supporting Service Users to attend external appointments – acting as an advocate
- Supporting Service Users to open NFA Bank Accounts
- Clean UK driving Licence and willingness to drive a Minibus is desirable

### What qualities or skills would be useful?

- A current and Valid DBS is required for this role
- Clean UK driving Licence and willingness to drive a Minibus is desirable
- Previous experience working in a support, care, or mental health environment
- Must volunteer as part of a team.
- Must be reliable and trustworthy.
- Must be able to relate to staff, volunteers, and customers.
- Must have a flexible approach towards undertaking relevant tasks.
- Must be sympathetic towards people's circumstances.
- Must respect boundaries and confidentiality.
- Must not discriminate.
- Liaise with other staff and volunteers allocated to this area.

### Our expectations:

- Must be reliable and trustworthy
- Must be able to relate to staff, volunteers, and customers
- Must have a flexible approach towards undertaking relevant tasks
- Must respect boundaries and confidentiality
- Must not discriminate
- Good understanding of Health and Safety regulations
- Full DBS (can be obtained before you start volunteering)

**What would the benefits be for me?**

- Induction to the Hope Centre
- Access to training
- Gain experience and new skills
- Enhancement for your CV
- Regular news updates
- Support sessions
- Open door policy to the Volunteer Coordinator and Support Team
- Encouragement to try new things
- Reference after 8 weeks
- Be part of a team with a good ethos
- Increased confidence
- Meeting new people