

Title: Volunteer Progress Mentor – L4L

Location: 35 – 37 Ash Street, Northampton, NN1 3DS

Purpose of the role: Assist in the effective operation of our Skills Hub; talking and assisting people in our Skills 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?

- Encouraging Service users to engage in Work Based Learning and Therapeutic Groups
- Participating in delivery of groups and activities
- Attending Work Based Learning Placements with Service Users
- Drive Hope Minibus, escorting service users to work placements and external activities
- Supporting service users to attend training
- Welcome customers to the Hope Centre and the services it offers.
- Helping service users to fill forms in.
- Offer encouragement to join in activities and workshops.
- Supporting with distribution of clothing and toiletries and maintaining stocks on reception desk
- Monitoring the environment in the Skills Hub and reporting any incident or challenging behaviour to the Support Workers or Management

What qualities or skills would be useful?

- Previous experience working in a support, care, or mental health environment
- Reliable and trustworthy
- Ability to work on own or as part of a very small team
- Flexible, friendly, and enthusiastic attitude required.

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