

**Title:** Volunteer Service Support

**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 ideal 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?

- Due to the nature of our client group, we have to be flexible in the way that we work with them. It will depend on who is in and what their needs are on that day.
- Be welcoming, friendly, non-judgemental and listen to our service users
- Participate in Briefing/De-briefs before/after every shift with the Service Manager
- Encouraging Service Users to engage in the Support service on offer
- Welcome customers to the Hope Centre and the services it offers.
- Be a listening ear, NOT a counsellor.
- Promote good practice in Covid-19 restrictions and risk management (washing hands/wearing masks)
- Help to maintain a clean and tidy Support Hub
- Help with Cleaning of Showers/Toilets when necessary and to support the service
- Help with Laundry Process
- Supporting with distribution of clothing and toiletries and maintaining stocks on reception desk
- Monitoring the environment in the Support Hub and reporting any incident or challenging behaviour to the Support Workers or Management
- Any other reasonable duties allocated by the Senior Team

### What qualities or skills would be useful?

- Previous experience working in a support, care, or mental health environment would be desirable
- 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 service users
- Must have a flexible approach towards undertaking relevant tasks
- Must respect boundaries and confidentiality
- Must not discriminate
- Good understanding of Health and Safety regulations

**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