

# Volunteer Progress Mentor

Learning4Living



**Title:** Volunteer Progress Mentor – Learning4Living

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

**Purpose of the role:** Offer one to one support for individuals who are accessing Hope's Learning4Living program, offering advice, support and guidance to help individuals through their personal development.

**Hours:** This role runs Monday to Friday in 2 - 4 hour shifts. The right candidate will be able to commit at least 1 shift per week.

## What tasks may be involved?

- Encouraging Service users to engage in Work Based Learning and Therapeutic Groups
- Supporting the delivery of groups and activities
- Attending Work Based Learning Placements with Service Users
- Supporting service users to attend training
- Welcome customers to the Hope Centre and the services it offers.
- Helping service users to complete forms.
- Offer encouragement to join in activities and workshops.
- 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?

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

## 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 ( must be obtained before you start volunteering)

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## 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 Hope Team
- Encouragement to try new things
- Reference after 8 weeks
- Be part of a team with a good ethos
- Increased confidence
- Meeting new people

For more information or to talk through this opportunity, please contact Hope's Volunteer Coordinator on 01604 214300 or email [volunteering@northamptonhopecentre.org.uk](mailto:volunteering@northamptonhopecentre.org.uk)