



HAND UP RECEPTION SUPPORT

Do you have a passion for helping others and providing practical support? Are you able to spare a few hours to assist with tasks such as sorting and distributing clothes, as well as helping with laundry for our homeless community?

The purpose of the Hand Up Reception Support volunteer role is to provide practical support to individuals experiencing homelessness by helping them feel welcomed and supported as soon as they arrive at the drop-in centre. Volunteers will assist the reception team with tasks such as sorting and distributing clothes, managing laundry services, and offering other practical help to ensure that visitors have access to the essentials they need as they work towards overcoming homelessness.

**Team:**

Hand Up Homeless Centre

Christmas or Year-Round Role:

Year-round: Monday-Sunday

Role:

Hand Up Reception Support

Disclosure check needed:

No

How will I be helping to end Homelessness?

As a Hand Up volunteer, you will provide immediate support to individuals experiencing homelessness, helping them access essential resources like clothing and laundry services. By offering practical assistance and a welcoming presence, you will directly contribute to improving their confidence and well-being. Your role is an integral part of a team committed to ending homelessness, ensuring that individuals receive the support they need to build the skills and confidence to leave homelessness behind for good. Additionally, you will have the opportunity to develop your own skills and connect with others who share the same mission.

What will I gain?

- You will have the opportunity to be part of a passionate and dedicated team, making a meaningful and lasting impact on the lives of people experiencing homelessness in Northampton.
- Connect with like-minded individuals and build both confidence and valuable experience that will enhance your personal and professional growth.
- Develop new skills or share your existing expertise in a supportive, welcoming environment, all while contributing to a cause that makes a tangible difference in the community.

What will I be doing?

- Be a friendly, welcoming and compassionate first point of contact, creating a safe and supportive environment where visitors feel valued and supported from the moment they arrive.
- Offer practical assistance with kindness and respect, helping our homeless visitors access the services they need and providing a sense of safety and comfort.
- Assist with essential service including issuing locker keys and fobs, charging of devices and ensuring that visitors can securely store their belongings.
- Distribute and replenish towels, toiletries, and other essential items, helping to ensure that our guests have the necessities they need to feel comfortable and cared for.
- Coordinate laundry services by signing items in and out, and assisting with washing and drying, ensuring that guests have access to clean clothes and belongings.

What do I need for this role?

- You will need to provide details for two referees as part of the recruitment process.
- A strong attention to detail and an organised approach to managing tasks.

Additional information:

We strive to ensure that our services are welcoming, remain relevant and are fully accessible to everyone that we help and support. We are keen to receive applications from volunteers from diverse and other marginalised communities as this helps us ensure the best experience for those that we are here to help. This includes those with lived experience of homelessness.