

### **Volunteer Role Description**

<b>Role Title:</b>	Pop-Up Service Welcoming and Greeting Volunteer
<b>Department:</b>	Supported Housing - Special Projects: Safe Space
<b>Reports to:</b>	Special Projects Manager
<b>Location:</b>	London Borough of Hackney

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#### **Overall Aim**

We are a charity and a housing provider with a mission to empower women and challenge inequality. We support women through affordable housing, help women and children escaping domestic abuse, survivors of trafficking, women leaving prison and older women.

We are recruiting an empathic, friendly, enthusiastic, and motivated friendly female volunteer to join our Safe Space team offering tailored support to women who have been trafficked into the UK. The purpose of your role is to assist the team with receptionist duties like greeting and welcoming women, offering them a cup of tea, or providing friendly conversation whilst they remain in the waiting area.

This role would suit a people's person with an interest in working with vulnerable women, alongside our experienced staff providing a supportive and confidential service. Ideally you will be a resourceful individual with good administration skills, a non-judgemental approach and polite telephone and face-to-face manners.

If you are looking to make a real change in the lives of vulnerable women in a supportive environment, this is the perfect opportunity for you! We will provide relevant training and help you to identify career development opportunities.

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#### **Key Responsibilities**

- To greet and welcome clients to the Pop-Up service and maintain an accurate register of all visits and update clients contact details
- To keep the waiting area organised and clean for visitors
- To provide companionship and friendly conversation, offer a cup of tea, etc.
- To assist the team receiving and sorting out donations
- To work under the direction of the Special Projects Manager or her designated member of staff
- To act in accordance with the aims of Housing for Women
- To promote and implement Housing for Women's Equal Opportunities Policy and other policies adopted by the Board.

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#### **Availability**

We are looking for someone who can spend 1 to 4 days per week for up to 6 months. We can be flexible with the days and hours as long as they are compatible with our service operation hours: Tuesday to Friday 10:00 am – 4:30 pm.

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## Benefits of Volunteering with Us

This is a great opportunity for somebody with a keen interest in supporting women and who is looking to put into practice their social skills. Some additional benefits are:

- ✓ Experience of working in a supportive and professional environment
- ✓ Full induction, support, and supervision
- ✓ Opportunity to develop new skills
- ✓ Relevant training opportunities (i.e., Safeguarding, Confidentiality, Data Protection, etc.)

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## Additional Information

- ✓ Core training and induction will be provided prior commencing the role
- ✓ We reimburse genuine out of pocket travel expenses (London zones 1- 6) to and from the place of work and up to £5 for lunch expenses
- ✓ In the light of Covid-19 and to avoid risk of infection, and/or spreading it to others, we follow Government social distance guidance
- ✓ If deemed necessary protective equipment will be provided for volunteers visiting our premises.

We welcome applications from people of all backgrounds and sections of the community and we particularly encourage applications from senior citizens, ex-offenders and Black, Asian, and Minority Ethnic (BAME) candidates as they are currently under-represented in our Volunteering Programme.

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## Role Experience, Knowledge and Skills Profile

<b>Experience and Knowledge</b>	<ul style="list-style-type: none"><li>· Understanding of the needs of trafficked women</li></ul>
<b>Skills</b>	<ul style="list-style-type: none"><li>· Good organisation skills</li><li>· Good listening and communications skills</li><li>· Good Physical Ability to bend/ carry heavy loads (i.e., lifting donation bags, moving chairs)</li></ul>
<b>Personal Style and Behaviour</b>	<ul style="list-style-type: none"><li>· Good independent worker as well as a team player</li><li>· Friendly, respectful, and patient attitude towards others</li><li>· Reliable and Flexible and able to think on their feet</li><li>· Have a non-judgemental attitude and person centred approach</li></ul>
<b>Other Requirements</b>	<ul style="list-style-type: none"><li>· Personal commitment to the corporate values, vision, and objectives of Housing for Women's culture of continuous service improvement</li><li>· Evidenced commitment to equality and diversity</li></ul>

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For more information, please contact **Maria Galan – Volunteer Co-ordinator**  
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