



Drop-In Service Volunteer

Role Profile

Activity Description

To provide signposting and support for people on housing and homelessness related issues. Volunteering sessions run Monday / Wednesday / Friday, 9:45am - 2:15pm.

Drop-in sessions will be guided/led by a member of staff who will meet with the volunteers prior to the drop-in session starts and as well as after the session for a debriefing.

Launchpad staff will be on site throughout the drop-in session and any queries or questions can be raised with them. A staff member will be available to offer guidance at every drop-in session.

Specific Tasks

The role will require the Drop-In Service Volunteer to offer information, support and signposting for the following areas:

- Homelessness
- Tenancy sustainment
- Benefits - signposting/guidance
- Substance misuse
- Alcohol misuse
- Assist with Form filling
- Emergency food and clothing as set within Launchpad guidelines.
- Access to computer and telephone for benefits enquiries, liaising with landlords or other relevant needs.
- Crisis Intervention:
 - Possession action / liaison with landlords
 - Homelessness
 - Benefits and sanctions

Volunteers are NOT expected to provide support with legal advice, representation in court, or criminal matters

Skills Required for the Role

- Good team work ethic
- Ability to remain calm under pressure
- Personable; having the ability to talk to people with varied needs. Lived Experience welcome.
- Knowledge and understanding of the issues for homeless clients
- Confidence to give relevant and appropriate information and guidance/signposting relating to our client group's needs
- Passionate about making a difference to our client group's independence and stability
- Empathy for our clients' risks and needs.
- Comfortable communicating in writing, on the telephone and one-to-one.
- Comfortable supporting our client group with a variety of needs whilst maintaining appropriate boundaries.
- Ability and willingness to work within Launchpad's Values of Respect, Empower, Influence and Integrity.

Support Given

- Volunteer Induction.
- Supervision with link member of staff
- Local Travel Expenses reimbursed
- Lunch receipts reimbursed
- Opportunity to attend other training courses specific to the role

Time Commitment

- At least 1 session per week: covering Monday / Wednesday / Friday 9:45 - 14:15 approx.
- A minimum of 6 months' commitment

Registration Process for Volunteers

- Informal Interview / Shadow Session
- Registration Form & References - Volunteer Project Team
- DBS check is required due to the direct client related activity involved in this role
- You will be asked to read and adhere to Launchpad policies that are in place to ensure the safety of you, staff and our clients.

Read more about Launchpad's work

www.launchpadreading.org.uk/about-us/