

Volunteer Housing Service Role Description

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| VOLUNTEER TITLE: | Assistant Housing Service Administrator |
| OUR CHARITY VISION: | Our Charity vision is, our borough is a place where every individual and community is valued, supported and can thrive. |
| OUR VALUES: | Welcoming, Collaborative, Empowering, Inclusive, Adaptable and Ambitious. |
| MAJOR OBJECTIVE OF TASK/PROJECT: | To ensure that all visitors to the service can access at the very least a basic level of free legal advice in the areas of laws in which we practise in |

VOLUNTEER RESPONSIBILITIES

To assist in the running of the housing advice service:

- Communicate with housing advice service team and other volunteers regarding daily appointments.
- Greet client residents during appointment times at the hub.
- Support and assist residents with online access support.
- Build a rapport with residents and listen to their concerns.
- Record data and information onto our charity database.
- Attend the housing service advice line when required.

We will arrange an observation so that you can decide if volunteering is right for you.

SKILLS NEEDED:

- A willingness to support those who may be disadvantaged or vulnerable.
- Inclusive and non-judgemental to the diverse range of service users at the Hub.
- Ability to be adaptable to the needs of the housing advice service, using initiative to help sessions run smoothly.
- Active listening and communication skills.
- Encouraging and empathetic interest in others.

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| TRAINING: | In-House training. Attend relevant training courses/workshops. |
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| TIME COMMITMENT: | Minimum of 3 months |
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**HOURS/DAYS/
LOCATION:**

To volunteer for 3+ hours a week

Days: Monday, Tuesday, Wednesday OR Thursday.

Location: WF Community Hub, 18a Orford Road, Walthamstow Village E17 9LN

SUPERVISION:

Direct supervision will be given by the Housing Advice Service Manager.

BENEFITS:

Development of team and leadership skills, administrative experience, accessing training to further personal development, meeting a challenge.