

**Community Living Room Volunteer**

We are looking for an enthusiastic person with excellent organisational and people skills, to volunteer their time as a Community Living Room Volunteer. Our Wellbeing Hub, **Engage**, is reopening thanks to a grant from the Severn Trent Community Fund and we are putting in place a team of volunteers to support with various activities and bring the space back to life.

You’ll be part of creating a welcoming and inclusive environment to people who are experiencing homelessness, delivering a varied programme of events and activities which help to **break the cycle of homelessness.**

**Purpose of the Role:**

Support the work of The Engage Hub by opening it up for drop in sessions on specified dates and times on weekdays between the hours of 9am and 5pm. These will be a mixture of informal drop in sessions and activity led sessions. We are currently looking for someone who is available approximately 5 hours per week but are happy to discuss alternative arrangements if needed.

**Main tasks and activities:**

* Acting as a welcoming and friendly face to clients that drop in
* Being present for specific and scheduled Community Living Room activities as well as general drop in sessions
* Assisting us in the smooth running and maintenance of the food pantry and hygiene pantry located at Engage which will be open to all service users
* Supporting clients with any general IT or admin based tasks where appropriate
* Making drinks such as tea and coffee if needed
* Chatting to and building relationships with clients
* Supporting clients with any other general requests and signposting to further support if needed

**Qualities, experience and skills sought:**

* Excellent communication and interpersonal skills
* Approachable and supportive manner
* Reliable
* Enthusiastic and willingness to collaborate with Action Homeless on the calendar of activities at Engage
* Interest in helping people experiencing homelessness
* Ability to communicate with and listen to a wide range of people
* Willing to work in a changing environment with vulnerable adults
* Friendly and welcoming demeanor
* Organised
* Good literacy, numeracy and IT skills desirable

**Training provision – our commitment to you:**

We will provide you with a DBS check and a full induction to Action Homeless.

**Availability:**

You will be placed on a volunteer rota according to your availability and the nature of the activity you will be undertaking.

**Location:** Engage, 6 St James Terrace, Leicester, LE2 1NA

**Main point of contact:**

If you are interested in this role, or have any questions, please contact:

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