**

**Housing Support Volunteer**

We are looking for an enthusiastic person with excellent organisational and people skills, to volunteer their time as a Housing Support 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. To begin with we are aiming for one 3 hour drop in session 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
* Supporting clients as they use computers and complete the bidding process for housing using a dedicated online portal
* Supporting clients with any other 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 requests such as creating food parcels. There will be a food and hygiene pantry made available to anyone using the service

**Qualities, experience and skills sought:**

* Excellent communication and interpersonal skills
* Approachable and supportive manner, with willingness to be patient and helpful in assisting service users with their goals during their time spent at Engage
* Reliable
* Enthusiastic
* 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
* General knowledge of the Leicester area desirable but not essential

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

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

We will also provide any necessary training regarding the housing bidding process.

**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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