**Role Description**

**Role Title:** **ReConnect+ Support Volunteer**

**Department:** Supported Housing

**Reports to:** Team Leader

**Location:** Lewisham

**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 looking for a female volunteer with a keen interest in working with female ex-offenders with complex needs on release from prison. You will be working alongside our experienced staff supporting women on a day-to-day basis and assisting with the smooth running of the project in a supportive and confidential environment.

If you are looking to gain hands-on experience in supporting women with experience of the criminal justice system under the guidance, support, and supervision of a friendly and experienced staff team, this is the perfect opportunity for you. We will provide relevant training and support.

**Key Responsibilities**

**From the following:**

1. Client work

* Supporting staff in providing emotional support to clients, offering assistance with tasks such as helping them to complete forms, register with GP etc as well as signposting them to local services.
* Support clients to develop home skills and financial budgeting.
* Supporting staff with advocating on behalf of clients with housing and viewings, GPs, substance abuse agencies etc

2. Office work

* Logging referrals onto a referral sheet and then logging on Inform.
* Supporting staff with planning and organising activities.
* Helping out with general administration tasks such as filing, statistics gathering etc.

3. Health and Safety and property work

* Assisting with fire testing
* Assisting with room checks
* Assisting with arrears notifications

4. Other

* Attending (supervision) sessions as required
* 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

**Availability**

We are looking for someone who ideally can spend 1-2 days a week with us for at least of 6 months.

Our core volunteer hours are Monday to Friday 9.30-4.30pm

**Benefits of volunteering with us**

This is a great opportunity for somebody looking to gain experience working with women with complex needs coming out of prison.

Some additional benefits are:

1. Experience of working in a supportive and professional environment
2. Full induction, support and supervision
3. Opportunity to develop new skills
4. Relevant training opportunities (i.e. trauma informed training, safeguarding, data protection, substance use training etc.)

**Additional Information**

* Full training and induction will be provided.
* We reimburse genuine out of pocket travel expenses to and from the place of work (London zones 1- 6) and up to £5 for lunch expenses for people volunteering four or more consecutive hours.
* Due to the nature of the work, this role is restricted to female only candidates. The Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies.
* We welcome applications from women of all backgrounds and sections of the community and we particularly encourage applications from senior citizens, ex-offenders, LGBTQ+ people and Black, Asian, and Minority Ethnic (BAME) candidates as they are currently under-represented in our Volunteering Programme.

Housing for Women will conduct a full DBS Check and we will ask for two references.

**Personal Specification - Role Experience, Knowledge and Skills Profile**

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| **Experience and knowledge**  | * Interest in working with women who have been in the criminal justice system
* Knowledge and experience of office packages like Word, Excel and outlook
* Understanding of incarceration and the impact it has on women
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| **Skills**  | * Active listening and good Interpersonal skills
* Leadership, engagement and motivating skills
* Problem solving
* Negotiation
* Good verbal and written communication skills
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| **Personal style and behaviour**  | * Resilient, able to handle conflict and challenging situations and capable to remain calm under pressure
* Reliable and flexible
* Have a non-judgemental attitude
* Ability to work independently and as part of a team
* Emotionally mature and nurturing attitude
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| **Other requirements**  | * Personal commitment to the corporate values, vision and objectives of Housing for Women’s culture of continuous service improvement
* Evidenced commitment to equality and diversity
* Willingness to carry out training where appropriate
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For more information please contact **Chryssy Hunter – Volunteer Coordinator**

**Email:** volunteer4us@h4w.co.uk **Phone**: 0203 794 4804

Housing for Women, 6th Floor, Blue Star House 234-244 Stockwell Road, London SW9 9SP

To apply please fill in our application form <https://forms.office.com/e/2Z5nxNENAD>