



Volunteer Role Description

Brief Department Description: The accommodation team provide support to residents in four hostels across our service areas with over 400 rooms, empowering residents with gaining self-confidence and the skills needed to live independently.

Role Title	Volunteer Resettlement Support Assistant (Telephone/Face to Face drop-in)
Department	Housing
Location	High Wycombe (Crest Road Hostel)
Hours	2 to 4 hours per week (can be worked flexibly)
Main Tasks / Responsibilities / Activities (client, service users, public, team or lone working ?)	<ul style="list-style-type: none"> • Supporting residents through their first six months after leaving YMCA either via telephone or drop-in session at the hostel • The role will include: • Offering a 'listening ear' and emotional support • Assisting Service Users to identify networks of support, services and community groups in the area they are living in • Diarising appointments and providing updates from other agencies they are working with • Practical help with budgeting and finding furniture • Support with finding Social Housing or Private Rental properties • Making referrals to local agencies and facilitating further specialist support e.g. Citizen's Advice Bureau, Local Authority Housing • Maintaining records of support given by uploading notes to the internal database • Feeding back any welfare concerns to Staff
Skills / Abilities / Experience / Qualities (computer literate, telephone, listening skills, driver ?)	<ul style="list-style-type: none"> • Self-motivated, reliable, punctual and organised and able to maintain confidentiality • Be of a friendly, welcoming and cheerful disposition • Able to work independently with guidance and support • Passionate about working with people from diverse backgrounds • Willing to work with challenging people and situations • Good communication skills in English; in person & over the phone • A willingness to learn new things and get stuck in • Ability to work as part of a team and attend team meetings • Working knowledge of Microsoft IT packages and use of Internet • Respect the Christian ethos of the YMCA and uphold its values
Training / Support (induction, training, safeguarding, expenses, regular supervision,	<ul style="list-style-type: none"> • A full induction to the service and specific site will be provided • A menu of optional training will be made available • Online training: Safeguarding (adults & young people), Health & Safety, GDPR, Equality & Diversity • Ongoing support and regular 1:1 meetings with your line-manager • Team meetings and social events

YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.



feedback, frequency of 1:2:1 support ?)	<ul style="list-style-type: none">• Mileage and expenses may be payable
Additional Information (DBS, policies, language, medical check, provide own equipment ?)	<ul style="list-style-type: none">• You will undergo a DBS check as the role involves adults at risk• Two references may be undertaken prior to start

If you are interested in this role, please contact Sanna Ahsan (Volunteer Lead): volunteering@oneymca.org

Full details of all our volunteering opportunities can be found on our website: <https://oneymca.org/>