



## **Drop In – Info, advice and support worker**

### **Volunteer Job Description**

Over the course of the last year, the need for food in Hackney has skyrocketed. We have led the way in providing support, food and foodbank vouchers to residents in the most vulnerable situations. As we transition from emergency response to a more sustainable model of food provision, we need volunteers who can help to contact clients who have approached us for help and assess their food needs, provide signposting, referrals and support. This will also involve contacting residents who have been in receipt of food deliveries over the last year to assess whether there are alternative sources of support they can access.

Our ethos is to provide a service that empowers people to interact confidently with statutory and other organisations that play a role in their lives, and to have confidence in their ability to manage their own affairs.

This role involves assessing clients' needs for both food, provisions and support, taking relevant information and researching the issue they have approached us with, providing holistic signposting and referring for further casework support. Volunteers have the support of the drop in coordinator and lead caseworker, who can assist with any query they may have and deals with safeguarding issues.

Volunteers complete case records for each client they assist on our secure database. This is to ensure we are giving a high quality of service to our clients and ensure that anyone helping the client afterwards knows what was discussed and done previously.

Volunteers are asked to commit to at least three sessions per month in which they can either take initial information and register new clients, or provide initial guidance and signposting, interviewing clients to ascertain their needs and referring them to the lead caseworker and project coordinator where appropriate. These sessions can be face to face or remote.

Volunteers will receive support and supervision. There will be opportunities to attend training on welfare benefits and housing and other areas. Volunteers have the opportunity to be part of a supportive team and to help marginalised people make meaningful changes in their lives.

### **Role Requirements**

- Volunteers must be over 18 years old.
- Volunteers must be able to commit to at least one Sunday or Wed session a month.
- Able to work independently, with coordinator available to support as needed.
- Able to provide support, signposting and advice to vulnerable people.



- Confident in engaging sensitively with a diverse range of people, including those with complex support needs.
- Be able to persevere and able to support people facing a range of obstacles - Able to work within established boundaries.
- Confident with spreadsheets, Whatsapp and telephone communication, or willing to learn these skills.
- Calm, non-judgmental and empathetic.
- Reliable and good time-keepers.
- We will make sure that we keep the people we are in contact with safe and all volunteers will need a DBS check, which we will be able to help you with.

#### Role Benefits

- A supportive working environment within a committed and experienced team  
Professional training sessions in areas such as Homelessness, Benefits, No Recourse to Public Funds.
- Experience working for a grassroots community organisation.
- Experience in an advice and adult social care setting.

#### Application

If you would like to apply for this role, please complete the form linked below or email [oliver@theroundchapel.org.uk](mailto:oliver@theroundchapel.org.uk). Or would like to speak further about the role, please ring Oliver on 07375574323.

#### [Application Form](#)