

Volunteer Role Profile



Volunteer Role

Day time Outreach

Volunteer Manager

Lead Manager

Where you will be based

Community

Why we want you

Thames Reach is a charity based in London, specialising in helping people with complex and multiple needs, including those associated with poor mental health and substance misuse. We manage a range of services, including street outreach, frontline hostels, day services, specialist supported housing and employment and skills schemes. Last year, we helped more than 7,000 people.

The daytime outreach team acts as a safety net for some of society's most vulnerable people. Our team of outreach workers and volunteers find and engage rough sleepers in a bid to help them away from the streets.

What you will be doing

- Accompany an experienced outreach worker and together respond to referrals, searching for people rough sleeping on the streets and provide practical help in responding to their individual needs
- Refer clients to relevant internal services and external agencies where needed
- Engage with and build rapport with rough sleepers on the streets
- Making or receiving phone calls on shift. Assist with taking notes during the shift
- Where appropriate, accompany rough sleepers into temporary accommodation
- Provide a professional and effective service to clients in line with Thames Reach policies and values

The skills you need

- A friendly personality, good interpersonal skills, enthusiasm, and motivation
- Ability to listen and be empathetic to build rapport with clients
- Good verbal and written communication skills
- Willingness to learn and develop within the role
- Motivation to support disadvantaged and vulnerable people
- The physical ability to work on the streets (there can be a lot of walking involved)
- Awareness and understanding of the need for professional boundaries and confidentiality

What's in it for you

- A role specific induction and trial shift so that you understand the role well
- Regular support and supervision from the team to discuss how your volunteering is going and what other opportunities and training may be available to you
- Experience, training, and skills that you can highlight on your CV and in job interviews
- Professional references after 3 months volunteering

Disclaimer

Thames Reach undertakes a systematic approach and utmost care at every step of the process of volunteer recruitment, selection, and retention to ensure that those recruited are suitable and appropriate. We take measures to make volunteering at Thames Reach a positive and safe experience.