

Volunteer Role Profile



Volunteer Role

Admin Volunteer - Bermondsey Project

Volunteer Manager

Lead Worker

Where you will be based

Office

Why we want you

The Bermondsey Project is spread over three sites in Southwark - Aberdour, Galleywall and Roseberry. Each site consists of 10 self-contained flats or bedsits with some communal space for tenants and staff offices.

The aim of the project is to provide a good standard of either temporary or permanent accommodation for people who have a substantial history of homelessness, and who are in need of high levels of care and support in relation to their mental health needs.

We are looking for an Admin volunteer to assist us with the day to day running of the Bermondsey Project.

What you will be doing

- To set up communal areas for the tenants, clear away rooms after activities and assist with keeping communal and office areas clean, tidy and safe
- Greeting visitors and assisting with their signing in and out of the building.
- Answering the phone and taking messages for staff and tenants and providing information about our services.
- Basic data entry or assisting with documentation, scanning and printing documents

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
- Basic IT skills with the experience of using word, excel and outlook
- Willingness to learn and develop within the role
- Motivation to support disadvantaged and vulnerable people
- Awareness and understanding of the need for professional boundaries and confidentiality

What's in it for you

- Experience, training, and skills that you can highlight on your CV and in

job interviews

- Professional references after 3 months volunteering
- Mentoring and support from our Employment and Skills team
- A role specific induction and trial shift so that you understand the role well

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.