

Volunteer Role Profile



Volunteer Role

Keeping in Touch Volunteer (ASPIRE)

Volunteer Manager

Lead Manager

Where you will be based

Office

Why we want you

The ASPIRE team is a Floating Support team that helps people access and maintain housing, including those with low needs. The team provides support around a range of issues, including mental health, and works with people to prevent homelessness and to feel supported in their tenancies.

The Keeping in Touch (KIT) service is a telephone support and welfare service for people we support who live in London. KIT volunteers help people to manage their tenancy and avoid returning to homelessness.

What you will be doing

- Make telephone welfare checks and provide tailored support to help clients sustain their tenancy and support them to be part of, and connect with, their local community
- Research information about local community groups, advice / support services, and other resources that can assist the people we support to resolve a problem or query
- Keep written records of the contact and conversation we have with people on an IT system, and ensure notes are well written and can be easily understood by others.
- Inform Thames Reach Staff of urgent concerns where someone may need additional support in person (from a staff member)
- Provide a professional and effective service to clients in line with Thames Reach policies .

The skills you need

- Good verbal and written communication skills
- Ability to listen and be empathetic to build rapport with clients.
- Awareness and understanding of the need for professional boundaries and confidentiality.
- Motivation to support disadvantaged and vulnerable people.

What's in it for you

- Be able to use your skills, knowledge, and life experience to benefit others
- Regular support and supervision from the team.
- Experience, training, and skills that you can highlight on your CV and in

- job interviews with professional references after 3 months volunteering.
- Wellbeing support – our 24/7 online volunteer assistance programme.
- Reimbursement of out-of-pocket expenses

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.