

Volunteer Role Description



The Chaplaincy Team provides support to Residents and Ex-Residents of One YMCA Hostels, to enable them to reach their potential in Body, Mind and Spirit, by providing emotional, practical and spiritual support.

Role Title	Home Visitor - Resettlement
Department	Chaplaincy
Location	One YMCA Accommodation in High Wycombe, Watford, Welwyn Garden City or Bishop's Stortford
Hours	Minimum 3 hours per week (days and hours to be discussed)
Main Tasks / Responsibilities / Activities	<p>Visiting Ex-Residents in their new home and supporting them through their first few months of independent living. The role will include:</p> <ul style="list-style-type: none"> • Offering practical support e.g. with decorating, budgeting and managing a property • Signposting people to both internal & external support services • Offering a non-judgemental 'listening ear' to people • Helping Residents move into their new home • Meet the Service Users prior to moving out of the Hostel to help build relationships of support • Phoning Service Users to offer support & arrange visits • Working as part of a close-knit team, supporting each other • Maintaining records of visits and support given • Feeding back any areas of concern to Staff
Skills / Abilities / Experience / Qualities	<ul style="list-style-type: none"> • Be a good listener with the ability to show empathy • Be of a friendly, welcoming and cheerful disposition • Passionate about working with people from diverse backgrounds • A willingness to learn new things and get stuck in • Willing to work with challenging people and situations • Good communication skills in English; in person & over the phone • Reliable, punctual and organised • Ability to maintain confidentiality • Able to work as part of a team and attend team meetings • Respect the Christian ethos of YMCA and uphold its values • Access to own transport and full driving licence is desirable (but not essential)
Training / Support	<ul style="list-style-type: none"> • A full induction to the service and specific site will be provided • Online training: Safeguarding (adults & young people), Fire Awareness, Manual Handling, Lone-Working • Ongoing support and regular 1:1 meetings with your line-manager • Quarterly Team meetings and occasional social events • Mileage and expenses may be payable
Additional Information	<ul style="list-style-type: none"> • You will undergo a DBS check as the role involves adults at risk • Two references will be undertaken prior to start

Our application form and additional volunteering opportunities can be found on our website: www.oneymca.org/volunteer. To discuss the role in more detail and ask any questions you have please contact Chris Moffat, Chaplaincy Volunteer Coordinator, on Chris.Moffat@oneymca.org or 07468 717661.

Come and join our team and help make a difference today!

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.

SUPPORT & ADVICE

ACCOMMODATION

FAMILY WORK

HEALTH & WELLBEING

TRAINING & EDUCATION