

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	Resettlement Assistant (Telephone Support)
Department	Chaplaincy
Location	One YMCA Hostels in High Wycombe, Watford, Welwyn Garden City, or Bishop's Stortford
Hours	Minimum 2 hours per week (days and hours to be discussed)
Main Tasks / Responsibilities / Activities	<p>Telephoning Ex-Residents and supporting them through their first six months after leaving YMCA. The role will include:</p> <ul style="list-style-type: none"> • Offering a 'listening ear' and emotional support • Assisting Service Users to identify networks of support, services and community groups in the area they are living in • Arranging appointments for Home Visiting volunteers and diarising these. • Maintaining records of support given • Feeding back any welfare concerns to Staff
Skills / Abilities / Experience / Qualities	<ul style="list-style-type: none"> • Confident telephone manner • Be a good listener with the ability to show empathy • Be of a friendly, welcoming and cheerful disposition • Good communication skills in English both verbal and in writing • Passionate about working with people from diverse backgrounds • Willing to work with challenging people and situations • 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
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 • A menu of optional training will be made available • Ongoing support and regular 1:1 meetings with your line-manager • Team meetings and social events • Mileage and expenses may be payable
Additional Information	<ul style="list-style-type: none"> • You will undergo a DBS check as you will work with adults at risk • Two references may 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!