

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 Coordinator
Department	Chaplaincy
Location	One YMCA Hostels 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>Co-ordinating and taking responsibility for the activities of the volunteer Resettlement Team. The role will include:</p> <ul style="list-style-type: none"> • Overseeing administration of the service, and ensuring effective communication within the team • Ensuring that interactions with current and ex-Service Users are recorded on YMCA Data Systems. • Offering telephone support, organising home visits, and providing other support when required • Proactively engaging with Residents and staff to encourage participation and building solid relationships • Assisting in organising and leading team meetings • Carrying out Monitoring and Evaluation activities using YMCA ICT systems • Being an active participant in review and change implementation
Skills / Abilities / Experience / Qualities	<ul style="list-style-type: none"> • Able to work well in a team and provide leadership to others • 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 • Willing to work with challenging people and situations • Good communication skills in English; verbal and in writing • Able to use Microsoft Office and willingness to use new ICT systems • Reliable, punctual, organised and responsible • Ability to maintain confidentiality • Respect the Christian ethos of the 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, Fire Awareness, Manual Handling, Lone-Working, Cyber Security and GDPR • 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 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!

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