



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 (Drop-In/Telephone support)
Department	Accommodation
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>Providing a 'drop-in' session or phone support sessions for Residents who are planning their move on from the Hostel, and for ex-residents who want continued support. Activities will include:</p> <ul style="list-style-type: none"> • Assisting Service Users to identify networks of support, services and community groups in the area they will be moving to • Practical help with budgeting and finding furniture • Support with finding Social Housing or Private Rental properties □ Offering a 'listening ear' and emotional support • Building trust and signposting to other Resettlement volunteers • Proactively engaging with Residents and staff to encourage participation in the Drop-In, including over the phone • Maintaining records of support given & feeding back concerns about Resident welfare to Staff • Facilitate local agencies to provide specialist support (such as Citizen's Advice, Local Authority Housing Services) • Assisting with or Leading a Pre-Tenancy Support Course
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 • Willing to work with challenging people and situations • Good communication skills in English; in person & over the phone • Reliable, punctual, organised and able to maintain confidentiality • A willingness to learn new things and get stuck in • Ability to work as part of a team and attend team meetings • 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 • 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 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: volunteering@oneymca.org

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