

VOLUNTEER ROLE DESCRIPTION – Volunteer Outreach Worker

LINE RESPONSIBILITY: Outreach Team Leaders.

LOCATION/S: Our Street Outreach Teams across Richmond, Kingston, Wandsworth and Boroughs.

EXPENSES: Out-of-pocket expenses are reimbursed.

ABOUT US

We are SPEAR, a charity dedicated to helping homeless people across five South West London boroughs to find secure accommodation and work towards a positive future. For almost 35 years, we've worked tirelessly to support homeless people to recover from their personal issues and break down the barriers that they face. We recognise that homelessness is much more than just a housing issue, so we provide a range of accommodation and support services to help people reach their full potential.

ROLE DESCRIPTION

We are looking for dedicated Outreach Volunteers in the London Boroughs of Kingston, Richmond and Wandsworth. We would particularly like to hear from you if you live in or near the above boroughs.

The Outreach teams encounter people on their first steps from homelessness to independence – providing pathways and support to assist people off the streets.

We work with people who are rough sleeping and we do shifts late at night, and early in the morning, to find these individuals. SPEAR then works with people on a housing pathway and assists them to link into various support services, tailored to the challenges an individual might face.

SPEAR is looking for self-motivated, outgoing, and empathic people who could volunteer to provide support to vulnerably housed, rough sleepers, or anyone using homelessness services in the London boroughs of Richmond, Wandsworth and Kingston.

The volunteer will enjoy developing positive relationships with new people and will be willing to work outside of their own comfort zone providing support and assistance to the Outreach Teams clients. The volunteer must have an enhanced DBS background check (SPEAR will apply for this on your behalf.)

It would be desirable if you had a driving license.

ESTIMATED TIME COMMITMENT REQUIRED FOR THE ROLE

The role will involve walking around the borough and engaging with people during outreach hours and normal office hours as well as supporting the teams with Admin tasks. Although this is a flexible role, commitment will be agreed with individuals depending on their availability. Possible shifts;

- Monday 09:00 – 12:00 midday - 13:00 – 16:00 PM or 21:00 – 02:00 AM
- Tuesday, 09:00 – 12:00 midday - 13:00 – 16:00 PM
- Wednesday 09:00 – 12:00 midday - 13:00 – 16:00 PM
- Thursdays, 09:00 – 12:00 midday - 13:00 – 16:00 PM or 21:00 – 02:00 AM
- Fridays 09:00 – 12:00 midday –13:00 – 16:00

RESPONSIBILITIES

In this role, you will be supporting us with some or all of the following tasks:

- Assisting outreach workers to carry out shifts and look for referrals.
- Engaging with rough sleepers who have been referred via StreetLink and those known to the team.
- Helping clients access support around immigration, employment and reconnections and accommodation.
- Working together with the outreach worker and divide tasks where appropriate.
- Supporting outreach workers with navigation and note-taking.
- Engaging with rough sleeping clients with sensitivity and respect.
- Adhering to SPEAR's Policies and Procedures at all times.
- Promoting SPEAR's work in an appropriate manner.
- Actively promoting equality, diversity and inclusion among staff, fellow volunteers and clients.

ESSENTIAL SKILLS, KNOWLEDGE AND EXPERIENCE

- Friendly, empathetic approach and a good listener.
- Have an understanding of the issues surrounding homelessness, rough sleeping, mental health challenges and substance addiction.
- Is open-minded with a non-judgemental approach to persons experiencing homelessness, addiction and recovery.
- Good communication skills.
- Is able to establish and maintain appropriate boundaries.
- Can work on their own.
- Adhere to the work and values of SPEAR.
- We particularly welcome applicants with experience of using, and moving on from, support services

WHAT'S IN IT FOR YOU?

- All out-of-pocket expenses, are reimbursed.
- All volunteers will receive an induction to volunteering and to their specific roles and projects.
- While volunteering at the project, volunteers have full liability insurance cover.
- There are appreciation events to recognise the important contribution that volunteers make.
- Personal & professional development through training, support and ongoing evaluation.
- SPEAR can provide a reference after 6 months of active continuous volunteering.
- Contribute to a project that really does make a difference to the lives of people experiencing homelessness.

VALUES

Working together We work alongside service users, partners, staff and volunteers to provide services that meet the needs of the people we help. Together we overcome challenges.

Aspirational We aim high, aspiring to achieve the very best outcomes for our clients. We see potential in everyone and encourage our staff and clients to achieve their own goals, dreams and ambitions. We aspire to the highest standards of professionalism.

Respectful We respect everyone, regardless of their background or circumstances. We view everyone as an individual with their own personal journey. We always listen to and value people's views.

Determined We work tirelessly to support people experiencing homelessness to recover from their personal issues. We break down the barriers people experiencing homelessness face.

SPEAR

homelessness to independence

Visionary We try new and innovative ways to provide long-term solutions and reduce the isolation of homelessness. We are always willing to take a new approach, learning from what works (and what doesn't) and use this to guide our work.