

Wellbeing and Support Volunteer (Community based)

Volunteer Role Description:

About Peter Bedford Housing Association

Peter Bedford is a housing association with charitable aims that creates positive change in the lives of socially excluded communities. We work with those who are homeless, those with disabilities, those with mental health challenges, and those with learning difficulties and/or additional needs, providing housing and support. Not only this, but we also empower people to learn, access work, and discover their creative talents. Our work enables people to lead independent lives and to move on.

Could you make a difference as a Wellbeing and Support volunteer?

We are looking for compassionate and committed individuals who want to support people with their challenges and to help them live a life filled with meaning and purpose. Our work focuses on offering three key services:

- **A listening ear:** Being able offer a space for someone to offload and feel emotionally supported and validated.
- **Goal setting and support:** Helping someone to find what they want to do and providing the support and encouragement for them to achieve this/be on their way to achieving this.
- **Social/community connection:** Working with someone to build their social network and connect in with relevant community groups and organisations.

The Wellbeing and Support programme is designed to be an easy-to-use service for PBHA tenants and other local residents aged 18 years and above. Support will be tailored to each individual and is intended to build self-confidence and self-esteem, reduce isolation, and improve health and wellbeing. This could look like: going along with someone to an appointment/activity group, spending time completing goal-setting work with them, or just having a cup of tea and a conversation.

Core Tasks

We match you based on your availability and location and provide you with a someone who needs support. Your role will be to:

- Build and sustain a positive relationship with the people you support, online or in person.
- Support people to plan and achieve their goals.
- Work with the Enterprise and Training Team to identify suitable services that the people you support might want to access and spend time talking through these with the people you support.
- Write up any notes and complete any paperwork needed to capture the work you have carried out.
- Provide regular client updates to Participation and Volunteer Development Worker.
- Attend community events to raise the profile of the Wellbeing and Support service (optional).

Ideal Commitment:

Between 30 minutes to 15 hours per week, for a minimum of 3 months. Our volunteering hours are mostly weekdays, 9.30am to 5.30pm with some flexibility. You will arrange the times that suit you and your client best.

What you will gain

- A free DBS check.
- An induction package and further training to equip you to be able to provide high-quality wellbeing support.
- Immense satisfaction that you have made a real difference to someone's life.
- The chance to develop valuable transferable skills in a supportive team setting.
- Tempo Time Credits, which can be exchanged for days out, show tickets, gym/swim sessions, and much more!
- Ongoing supervision, support, and development opportunities from the Participation and Volunteer Development Worker.

Skills & Qualities we are looking for

- Enthusiasm and a commitment to supporting adults, no matter their social and cultural backgrounds.
- Essential IT skills, e.g., the ability to use Microsoft Office programmes, the ability to use the internet to find local resources and services etc.

- Kindness, patience, and compassion towards others, even during hard and frustrating moments
- Ability to travel independently (reasonable expenses reimbursed with prior agreement).
- Listening skills and interpersonal skills, and the willingness to practice and develop these.

Required: You need to have access to a phone. We are able to provide internet access and workspace to write up notes, send emails, phone/meet with tenants at our Clissold (Stoke Newington), Isledon (Finsbury Park) and Kingsland (Haggerston) hubs. This includes private, bookable meeting rooms (Dependant on availability. Must be booked in advance).

Even if you are unsure if you meet the full above criteria, we welcome and encourage you to apply.

Training, Supervision, and Continuing Development Opportunities

- We provide you with essential training to undertake this role, including: active listening skills, trauma-informed working, problem-solving and goal setting etc.
- We provide a co-reflective space to meet with other volunteers and the Participation and Volunteer Development Worker to share learning (group supervision).
- We provide regular 1-2-1 supervision with the Participation and Volunteer Development Worker to celebrate achievements, problem-solve challenges, and make sure your wellbeing is sufficiently considered.

How to apply

Please see the Peter Bedford Housing Association Website: [Current Vacancies - Peter Bedford Housing Association](#) to complete and submit your application form to hr@peterbedford.org.uk.

Any issues with this, or for further information, please contact learn@peterbedford.org.uk or ring Oli (he/him) on 07458 145301