

Volunteer Role Profile

Role title	Welfare Centre Support Assistant
Purpose of the role	The role of a welfare centre support assistant is to assist the Welfare Project Workers in providing services for the service users that come to the Welfare Centre.
What you will be doing	<ul style="list-style-type: none"> • Assist the Welfare Project Workers to ensure service users have access to clean clothing and towels, and laundry services • Help service users complete basic paperwork such as consent forms prior to their appointment with the Welfare Project Worker • Supporting the Welfare Project Workers during the lunch period to ensure all eligible service users have access
Skills, experience and qualities needed	<p>You will have care and compassion for the homeless, and good communication skills. You will have a non-judgemental approach, and be committed to understanding of the needs of our service users. Any of the following would be great to have:</p> <ul style="list-style-type: none"> • Knowledge of NOAH services • Knowledge of issues surrounding homelessness
When and where	The Welfare Centre is on Park Street, Luton. Volunteers are flexible and do not have a minimum commitment, actual dates and times will be agreed in advance. Available hours will generally be between 10.00 am to 2.00 pm, Monday to Friday.
Support offered	<ul style="list-style-type: none"> • You will be assigned a named staff member as a direct contact for any questions or queries you may have • Additional relevant training will be offered, such as safeguarding, conflict de-escalation, and services training • All travel and incidental expenses will be covered (as agreed in advance)
What you could get out of it	<ul style="list-style-type: none"> • Experience of working with a charity • Meeting new people • Additional skills experience • The satisfaction of knowing you have helped support someone that is either homeless or at risk of being homeless
Other relevant information	This role is subject to an enhanced DBS check. The role can be challenging due to being service user facing, and the trauma they may have been through.
What to do if you're interested	Fill out a volunteer application form on our website or email volunteers@noahenterprise.org and we will send you a form

Roles may be flexible – please contact us if you have any questions