

Role title	Welfare Centre Support Assistant
Purpose of the role	To support Welfare Project Workers in delivering services at the NOAH Welfare Centre, helping to ensure service users are treated with dignity, respect, and compassion. The role contributes to NOAH's charitable objectives by supporting practical welfare services for people who are homeless or at risk of homelessness.
What you will be doing	<ul style="list-style-type: none"> • Supporting Welfare Project Workers to ensure service users have access to clean clothing, towels, and laundry facilities • Assisting service users with basic paperwork, such as completing consent forms, under staff guidance and in line with data protection requirements • Supporting Welfare Project Workers during meal or lunch periods to help ensure eligible service users can access services safely and fairly • Providing a welcoming, calm, and respectful presence within the Welfare Centre • Observing professional boundaries and always maintaining confidentiality • Reporting any concerns, incidents, or safeguarding issues promptly to a member of staff <p>Volunteers will not be expected to make decisions about eligibility or provide advice beyond their role and training.</p>
Skills, experience and qualities needed	<ul style="list-style-type: none"> • Compassion, empathy, and a non-judgemental approach • Good communication and interpersonal skills • Reliability and willingness to follow instructions and procedures • An understanding of, or willingness to learn about, professional boundaries, confidentiality, and safeguarding <p>The following are desirable but not essential, as training and support will be provided:</p> <ul style="list-style-type: none"> • Knowledge of NOAH services • Understanding of issues surrounding homelessness and social exclusion
When and where	<ul style="list-style-type: none"> • The role is based at the NOAH Welfare Centre, Park Street, Luton • Volunteering times are flexible and agreed in advance • Available hours are generally between 10.00am and 2.00pm, Monday to Friday <p>There is no requirement to commit to set days or hours.</p>
Support offered	<ul style="list-style-type: none"> • A named staff member as the main point of contact for supervision and support

	<ul style="list-style-type: none"> • A structured induction covering NOAH's values, policies, and procedures • Training relevant to the role, including safeguarding, conflict de-escalation, health and safety, and services awareness • Ongoing guidance and regular opportunities for feedback • Reasonable out-of-pocket expenses may be reimbursed in accordance with organisational policy.
<p>What you could get out of it</p>	<ul style="list-style-type: none"> • Experience of volunteering within a frontline welfare and homelessness service • Opportunities to develop communication and support skills • Increased understanding of homelessness and related social issues • The satisfaction of contributing to services that support people who are homeless or at risk of homelessness
<p>Other relevant information</p>	<ul style="list-style-type: none"> • Safeguarding and DBS <p>Where legally eligible, this role may require a DBS check. Volunteers must follow safeguarding policies and procedures.</p> <ul style="list-style-type: none"> • Data Protection and Confidentiality <p>Volunteers must comply with UK GDPR and organisational confidentiality requirements.</p> <ul style="list-style-type: none"> • Health and Safety <p>Volunteers must follow health and safety procedures and take reasonable care for their own safety and others.</p> <ul style="list-style-type: none"> • Volunteer Status <p>This volunteering role is undertaken on a voluntary basis and does not create an employment or worker relationship.</p>
<p>What to do if you're interested</p>	<p>Fill out a volunteer application form on our website or email volunteers@noahenterprise.org and we will send you a form</p>

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