

Pathway Volunteer CWS

Pathway Volunteers perform a vital role within the new Community Wellbeing Service, launching in December 2024. They are the first point of contact when guests register as members.

You will be the first point of contact for new Community Wellbeing Service Members and the role will require you to:

- greet guests for the first time in the space
- take the guest's details
- establish the members' goals and note down areas of concern and current issues
- if needed, book an appointment for the member with an advisor
- update Sufra's case management system
- signpost and refer guests where necessary

Skills

Professional

No formal qualifications necessary, however understanding and having knowledge of the landscape of Brent, the welfare benefit system and other voluntary and statutory services will be beneficial. You need to be a confident communicator, able to give a warm welcome to all and keep to timely appointment slots.

It is essential be proficient with IT platforms such as Microsoft Office and preferably used case management systems before.

Personal

We need volunteers who

- Are friendly
- Are non-judgemental
- Can actively listen
- Are passionate about supporting local families access the support they need

- Are empathic
- Preferably be able to speak another language: Arabic, Persian, Spanish
- Are confident communicating to people without a shared first language
- Have basic IT skills (ability to use Microsoft Office applications including outlook and Teams, or willing and able to learn)
- Have a good understanding of confidentiality

Interests

- Food poverty and relief
- Health and Social Care
- Homeless and Housing
- Immigration

Activities

- Administration and Office
- Advice and Information

Training

Full training will be given – 3 days initially before starting and ongoing support offered

Policies

You will adhere to Sufra’s policies and procedures such as safeguarding, confidentiality, data protection, health and safety and equity, diversity and inclusion

Commitment

We need all our volunteers to commit to volunteering for a minimum of six months. A year is preferable, especially for skilled roles, so we ask applicants for this role to commit for a year minimum.

You will receive 3 days of training before starting, and have access to training throughout your role.

You will need to be able to commit to a minimum of one shift per week on either a Monday or Tuesday 10 - 2pm.

To apply:

Enquire through Sufra's Volunteer application form