

# Advice Signposting



## Role Description

Signposting Volunteers perform a vital role within Sufra NW London advice service. As a community-based organisation, it is common that our guests cannot come to us and struggle to access services or advice. Signposting volunteers go out to the community and provide assisted information, signposting to relevant services and small amounts of advocacy.

## Key Tasks and Responsibilities

- Attending outreach locations to provide signposting and assisted information to residents
- Establishing the type and level of the advice the residents require.
- Making accurate and detailed casenotes about residents spoken to and their issues.
- Working alongside the advice team when a resident is eligible for Sufra services
- Identifying and reporting any safeguarding concerns using Sufra's safeguarding procedure.

## Skills and Experience

- Are a friendly, empathetic and non-judgemental character.
- Are confident communicating with people, especially those who have English as an additional language
- An understanding of confidentiality
- Ability to identify and report safeguarding concerns using a set procedure.
- Good IT skills, including an understanding of Microsoft Office.
- Ability to cope with and navigate challenging conversations.

**Where:** Outreach locations in Brent

**When:** Mondays or Thursdays

**Times:** 10am-2pm

## Volunteer Expectations

- Adhere to the Volunteer Code of Conduct and Sufra's policies
- Attend the Core Volunteer Training within 3 months of beginning Volunteering



## What Sufra will provide:

- Quarterly Volunteer Socials
- Reimbursement for travel in line with our volunteer expenses policy
- Full Induction and Training for the Role
- A Point of Contact during Volunteering
- A Professional Reference (after volunteering for atleast 3 months and completing at least 6 shifts)

## How to apply

To apply to the role, please sign up using the volunteer registration form on Sufra's website:

<https://www.sufra-nwlondon.org.uk/volunteer-sign-up-form/>

