



Pathways Volunteer Role Description

About HopeWorks

HopeWorks was started over 30 years ago under the name King's Arms Project, as a response to seeing people sleeping rough on the streets of Bedford. We now tackle homelessness, displacement, and isolation in Bedford and beyond. We provide professional advice, innovative solutions and person-centred support, accommodation, and opportunities for growth and community.

Summary of Post

The Pathways Team serves to empower clients to make the journey from homelessness to belonging in community (this could include employment or other meaningful activities). The Pathways Volunteer will assist the Pathways Learning Coordinators, and/or team, to develop and facilitate accessible activities and skills learning, provide one-to-one support to build trust and encourage progression.

Main Duties & Responsibilities

The following points are a guide to help with role definition. The Pathways Volunteer is expected to assist the team with the following:

- Facilitating the course/s alongside the Pathways Team.
- Assisting with contacting and recruiting attendees prior to courses and ensuring numbers are sufficient for each course.
- Working with and reporting back to the Pathways team.
- Assist in setting up and setting down the room before and after each course or event.
- Supporting clients attending the course/event.

General

- 6-month commitment minimum requirement but can be one session per week.
- Inform the Pathways team promptly if you are unable to attend a session.
- Report any incidents, health and safety or safeguarding concerns to the class tutor.

Personal Qualities

The Pathways Volunteer role is especially suited for someone who fits the following description:

Experience and knowledge of:	Essential:	Desirable:
A genuine desire to support the homeless and refugees, and willingness to learn more about the issues they face.	✓	
An understanding for and ability to maintain client confidentiality and the need to maintain professional boundaries.	✓	
Experience of working with vulnerable people in a similar capacity.		✓
Experience of working with adults or young people.		✓
Skills:	Essential:	Desirable:
Strong English Language and literacy skills.	✓	
Calm under pressure, reliable and trustworthy.	✓	
Excellent listening, communication, and interpersonal skills.	✓	
Good time management, organisational and planning skills.	✓	
Ability to empower others and encourage their growth in self-worth, confidence, and skills.	✓	
Ability to work as part of a team.	✓	
An understanding for people struggling with chaotic lifestyles or mental health issues.	✓	
Ability to form and promote positive, supportive, non-judgemental relationships with clients which acknowledges their right to make autonomous decisions and supports the individual to achieve their goals.	✓	
Self-aware and able to reflect on how situations may affect you and the client.	✓	
General:	Essential:	Desirable:
Willing and committed to develop within the role and undergo relevant training.	✓	
Committed to the Equality and Diversity, Health & Safety and Safeguarding policies and procedures and observing them.	✓	
Able to respect the Christian ethos of HopeWorks and uphold its values.	✓	

Personal Development

As part of HopeWorks, it is our desire to invest in you personally. We do so through supervisions, and on-going training.

Supervision

One-to-one staff supervisions are completed every 6-8 weeks in order to give opportunity to talk through successes, challenges, development/training needs, and other volunteering-related issues as they arise.

Training

Safeguarding and Prevent Training are required for this role, which you will be able to undertake online at your convenience. Regular on-going training is provided within work hours in the following contexts: Project-wide team training, suggested reading, and opportunities for regular professional training. HopeWorks allows volunteers to attend our professional training courses when possible, free of charge. Training will be discussed with you during support sessions with your supervisor.

This role is subject to a satisfactory Disclosure and Barring Service check. Repeat checks are initiated every three years.

Additional Information

Health & Safety

The volunteer is responsible for cooperating with HopeWorks in delivering all legal responsibilities in respect of your own and your colleagues, volunteers, clients and others health and safety whilst at work, following the guidance set out in the Volunteer Health and Safety Handbook.

Equal Opportunities Statement

As part of its recruitment policy, HopeWorks intends to ensure that no prospective or actual employee or volunteer is discriminated against on the basis of sex, race, nationality, marital status, sexual orientation, employment status, class, disability, age, religious belief or political persuasion, or is disadvantaged by any condition or requirement which is not demonstrably justifiable.