



VOLUNTEER ROLE DESCRIPTION

ROLE TITLE	HOUSING TRIAGE SUPPORT
DEPARTMENT	ADVICE AND HOMELESSNESS
TEAM	TRIAGE SERVICES
BASE/LOCATION	HEAD OFFICE – JOHN STORER HOUSE LOUGHBOROUGH
REPORTING TO	ADVICE & HOMELESSNESS SERVICE MANAGER
KEY RELATIONSHIPS	<ul style="list-style-type: none">• INTERNAL COLLEAGUES• STATUTORY, VOLUNTARY AND COMMUNITY PARTNERS

THE BRIDGE (EAST MIDLANDS) BACKGROUND

The Bridge is a registered charity which has a strong reputation throughout the region. It delivers a number of housing related advice, floating support and assistance services to homeless and vulnerably housed people across Leicestershire and Rutland. We started delivering services in 1993 and continually strive to develop and improve our services to the community.

WHY VOLUNTEER WITH THE BRIDGE

Our Triage Team are the first point of contact for general enquiries and people in crisis situations. We assess which services at The Bridge are most suitable for the client after reviewing their circumstances, and then arrange an appointment or referral providing access to housing advice or floating support to sustain tenancies and help prevent homelessness. In addition to triaging enquiries for our specialist services, the Triage Team assist clients to access a wide range of services including:

- Initial advice regarding general housing enquiries.
- The provision food and energy top ups.
- Access to the Household Support Fund.
- Signposting to a range of agencies that can help people access food parcels, meals, and household items.
- Arranging referrals to SOFA for discounted furniture and household goods.
- Administering 'Care of Address' arrangements at The Bridge for clients without a home.

VOLUNTEER ROLE OBJECTIVES

The volunteer role will provide support to our Triage Team and will include:

- Directing calls and sending email messages to the specialist teams.
- Assisting with enquiries received via our website and customer email inbox.
- Assisting with our care of address service for those with no fixed abode.
- Welcoming visitors and clients attending appointments.

SKILLS REQUIRED

- An interest in the work of The Bridge including social welfare, mental wellbeing and the prevention of homelessness.
- An ability to complete defined work tasks in a busy environment.
- Effective communication skills and the ability to empathise with clients.
- An awareness of the need for client confidentiality and a willingness to adhere to the ethos and policies of The Bridge including safeguarding, equal opportunities and health and safety.

SUPPORT, DEVELOPMENT AND SUPERVISION

- An induction which includes an overview of the work of The Bridge.
- In-house training relevant to the tasks.
- Regular supervision with the Service Manager.
- Invitation to staff and volunteer meetings.
- Access to training resources for development.

BENEFITS OF THE ROLE

- The opportunity to develop transferable skills and gain experience in this field.
- The opportunity to explore the work of The Bridge and potentially move into other roles.
- To enhance existing experience and CV details.
- To be a valuable part of The Bridge and contribute to a team providing services to help people who are vulnerably housed or at risk of homelessness.

HOURS, TIME, COMMITMENT, EXPENSES

This role is flexible, it could be carried out at any time during our office hours: 9:00 – 5:30pm Monday to Friday. A regular day and time each week would be preferable. We'd like you to volunteer with us for a minimum period of 6 months.

We will reimburse reasonable travel expenses, such as bus fare or mileage between your home and The Bridge. You would need to provide us with some evidence of your costs (for example your bus tickets) and we will repay these fortnightly.

SPECIAL FACTORS

An enhanced Disclosure and Barring Service (DBS) check is required for this post.

We take safeguarding of our clients seriously; therefore, you will be expected to demonstrate that you understand current safeguarding practices and agree to adhere to these practices within the role.