**Roles for Volunteers**

**Reception** (all volunteers will be trained in this area before expanding their experience in other roles)

*Dealing with enquiries from new callers by phone and in person; assessing needs; assessing service we can offer; making appointments for housing advisers; completing Legal Help forms including calculating financial eligibility; preparing case files; photocopying key documents; setting up new clients on client database; incoming and out-going post.*

**Abilities required:** good customer service skills (politeness, listening and understanding); accurate information recording; numeracy; basic IT (Word and use of internet)

**Skills and experience gained:** dealing with people under stress; electronic data recording; types of housing problems and why they arise; calculating clients’ disposable income; range of IT skills

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**Casework Assistant**

*Sitting in on client interviews with adviser and taking notes; drafting letters to clients and third parties; recording work completed; recording and monitoring file review dates and ensuring regular contact with client.*

**Abilities required:** good comprehension and writing skills; high level of common sense.

**Skills and experience gained:** formal and informal letter writing; understanding of Landlord and Tenant law; increased empathy and people skills; organisational skills including meeting important deadlines

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**Financial Inclusion & Credit Union**

*Assisting clients with money management (completing household budget sheets); benefits maximisation (guiding clients to use online benefits checker); giving information about Brent Mutual (a Credit Union branch run by A4R) and assisting with completion of application forms and ID checks; assisting with completion of loan application forms and obtaining pay slips, bank statements and other supporting documents; assisting those needing initial debt advice by guiding them through online debt advice website; where necessary referring client for specialist debt advice*

**Abilities required:** numeracy and basic budgeting skills;

**Skills and experience gained:** navigating advice web pages and training others to do so; increased people skills; understanding of financial exclusion and how this arises; understanding of how credit unions work and the services available.

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**Kilburn Money Tree**

*Opportunity to join a team of outreach volunteers making contacts with local Residents Associations, schools and community groups in Kilburn to encourage them to set up savers clubs (tree branches) to enable their members to save small amounts regularly through the Credit Union and be part of a local movement. Volunteers within the team will train local leaders in each group as Collectors and Co-ordinators for each group, while others will build links with local traders with a view to negotiating discounts for members of the Kilburn Money Tree; organise social events to bring savers clubs together, for example, to celebrate the 50th person to join; or to produce a Kilburn Money Tree e-newsletter.*

**Abilities required:** team working and outreach skills; writing and communication skills; flexible working as some evening or weekends may be needed.

**Skills and experience gained:** knowledge of local community groups; experience of credit unions; presentational skills, and lots more, depending of the part played within the team.

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**Research & Information**

*Information gathering on specific areas through internet searches, telephone or email enquiries; recording information obtained in the most appropriate format*

*Research and information is needed in many areas, one example only is summarised here.*

*Example: letting agents are required by law, to be a member of one or three Redress Schemes (this means that tenants who are unhappy with the service they receive from an agent, can make a complaint and if is not dealt with satisfactorily, they can contact the Redress Scheme). The volunteer undertaking information gathering would need to find all the letting agents in Brent, find out which Redress Scheme they were members of, and complete an electronic list. This information could be made available to tenants and we could set up a system to encourage use of redress schemes, and to monitor whether such schemes are effective and useful.*

**Abilities required:** aptitude for fact finding, including ideas for good sources of information on the internet; networking.

**Skills and experience gained:** understanding of the area being researched; increased fact finding skills; compiling spreadsheets to record data and analyse it; report writing.

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**Client Satisfaction Monitoring**

*Completing satisfaction questionnaires with clients by phone on in person; recording responses on our database or spreadsheet; drafting analysis reports, including comments from clients; making recommendations for improved working practices*

**Abilities required:** good telephone and customer service skills; basic analytical and typing skills;

**Skills and experience gained:** Telephone surveys and analysis; preparation of reports with recommendations

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**Property Licensing Monitor**

*Weekly check with Brent Council of all properties newly licensed that week; check A4R client database to see if we have a record of any clients at the relevant address; contact any clients to check if they are still renting at the subject address; send tenants details of the licensing requirements and get feedback on their views about whether the landlord is meeting the requirements; record information on client database; produce monthly reports of information received.*

**Abilities required:** Good telephone and written skills

**Skills and experience gained:** customer services; contact with local authority; familiarisation with non-routine database entry and how to produce reports.

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**Client IT support**

*Increase digital inclusion by assisting clients to access public computer in our reception waiting area and browse online for information including advice, jobs, properties available to let, as well as assisting with online benefits checks.*

**Abilities required:** Good IT skills; good verbal communication skills

**Skills and experience gained:** Customer services; training; welfare benefits

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**Publicity and Outreach**

*Assisting A4R’s Renters Rights Project workers with their outreach work, including collecting the views of local residents through door-knocking and visits to local community groups; assisting with outdoor publicity stalls; delivering leaflets; helping to organise outreach events; helping to run a Renters Rights Pop-Up café in Willesden Green.*

**Abilities required:** willing to ‘muck in’; enjoy working within a team; empathy and interest in people’s stories

**Skills and experience gained:** market research; oral communication skills; data collection

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**Fundraising Co-ordinator**

*Developing and implementing a strategy to increase online and off-line donations including researching websites offering assistance with fundraising such as ‘give as you buy’ sites; assisting with the organisation of volunteer led fundraising events; helping to develop a network of regular supporters willing to donate regularly and/or gain sponsorship for events such as cycling or the marathon. Organising promotional leaflets, etc.*

**Abilities required:** organisational and networking skills; good internet skills; good design skills (or ability to recruit those who have to a fundraising team)

**Skills and experience gained:** Planning and Project Management; fundraising and events organising; organising people and building a team/network.

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**Next Of Kin**

*This sheet will be affixed to the inside front of your personal files.* ***Please enter this information also in the e-folder Staff and Volunteer contact details in Central Access***

Your personal contact details

NAME

ADDRESS

Home Telephone

Mobile

Email

**………………………………….**

NEXT OF KIN

In case of emergency, please contact:

1) NAME

ADDRESS

Home Telephone

Mobile Email

2) NAME

ADDRESS

Home Telephone

Mobile Email

Medical Conditions if any

Allergies if any

Current Medications.

Special Request/Needs

“This above has consented to be contacted by (Name of Organisation) in the event of emergencies or serious concerns for my welfare.”

Please circle Yes/No and sign and date.

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| Volunteer name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date of Exit Interview: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Interview facilitated by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| 1. Why is the volunteer leaving the? |
| 2. What did you like / dislike about your role? |
| 3. Did you achieve what you wanted to achieve from volunteering? (If not, what else would you liked to have achieved?) |
| 4. What do you feel you have gained from volunteering? |
| 5. Have you developed any skills / learnt anything new whilst volunteering? |
| 6. Do you feel that you received adequate training were fully supported during your time as a volunteer? (If not, please explain why not) |
| 7. Do you feel that there are any improvements we could make at the centre that would have enhanced your time as a volunteer? |
| 8. Would you volunteer again? (If not, why not?)  |
| 9. Do you have any comments you would like to add? |