



## **VOLUNTEER SERVICE**

### **ADVICE AND ASSESSMENT VOLUNTEER**

*Service:* Advice and Assessment

*Summary:* This team provide support and advice to vulnerable young people who are homeless or at risk of becoming homeless. This service runs an assessment centre where young people can discuss their support needs and the range of options open to them. The team can offer advice around housing and benefits as well as supporting them with other referrals if necessary. Supporting the advice team also involves building and maintaining relationships with external agencies and doing follow-up case work.

*Location:* Alone in London Service; 48 Provost Street, London N1 7SU

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**Some of the tasks this volunteer may be asked to do:**

- Offer young people advice around their housing options and benefits.
- Assist the young person to telephone relevant external agencies, such as emergency and short- term housing options to check vacancies.
- Support young people to complete housing application forms, benefit applications and to write letters to relevant agencies.
- Advise young people around other support needs and support them with appropriate referrals to other services if necessary (e.g. advocacy support, training and employment, addiction support, mental health support etc.).
- Give advice to young people over the telephone or invite them to attend the drop-in.
- Support young people by accompanying them to meetings with external agencies, hostels and potential sources of accommodation, meetings with the council and local authorities or benefits agencies.
- Participate in home visits and carry out follow-up case work.
- Maintain administrative systems and complete necessary paperwork, case notes and other records up-to-date.

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**We are looking for someone who:**

- Understands, and is sensitive to, the needs of vulnerable young people
- Has good communication skills and is able to build rapport with young people with a broad range of presenting issues and needs
- Can work on their own initiative, as well as part of a team
- Is organised, able to prioritise tasks and meet deadlines
- Works in an anti-discriminatory manner
- Can work within Alone in London's key policies, including Health & Safety, Confidentiality, Diversity & Equal Opportunities and Code of Conduct.

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**Hours & Expenses:**

Ideally volunteers will commit to 2-3 days per week (4-6hours per day) Monday-Friday. EPIC Trust offer training, support & supervision. We will pay for travel expenses to and from the workplace, and a contribution towards lunch expenses, as long as tickets and receipts are provided.