



## **VOLUNTEER SERVICE**

### **FIRST CONTACT VOLUNTEER**

*Responsible To:* Young People's Services Coordinator

*Service:* First Contact Service (Alone in London)

*Summary:* The First Contact Service sits at the core of Alone in London services and is on the frontline of service provision. It involves welcoming homeless young people to the service, dealing with enquiries, giving them relevant information and support and signposting them to other services if necessary. Also involves administrative tasks and maintaining information systems.

*Location:* Unit 6, 48 Provost Street, London N1 7SU

---

**Some of the tasks this volunteer will have the opportunity to do**

- Provide a welcoming and safe environment to young people arriving at the Alone in London Service.
- Answer telephone enquiries from callers who might be distressed.
- Provide signposting and information to young people and record information appropriately.
- Provide administrative support to the Young People's Services Co-Ordinator.
- Maintain information systems for Young People and other external agencies.

---

**We are looking for someone who:**

- Understands, and is sensitive to, the needs of vulnerable young people;
- Can work on their own initiative, as well as part of a team;
- Is organised, able to prioritise tasks and meet deadlines;
- Can communicate clearly and honestly.
- Works in an anti-discriminatory manner;
- Can work within Alone in London's key policies, including Health & Safety, Confidentiality, Financial Regulations, Diversity & Equal Opportunities and Code of Conduct.
- Knowledge of the statutory and voluntary sectors in relation to housing, the law, immigration, benefits, etc. would be an advantage.

---

**Hours & Expenses**

Ideally volunteers could offer 1 or 2 days per week. There is, however, flexibility and time commitment can be negotiated to suit. This opportunity is available Monday-Friday between the hours of 9am-5pm. EPIC Trust offer high quality 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.