



VOLUNTEER SERVICE

FAMILY SUPPORT VOLUNTEER

Service: HARTS (Haringey Tenancy Sustainment) for Families

Summary: This service offers practical and emotional support for families living in Haringey on issues such as housing, debt, benefits, education, child support, domestic violence, etc.

Location: Tottenham Hale, with travel around Haringey borough.

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

- Help to assess the support needs of service users, and eventually drawing up, implementing, monitoring and reviewing Support Plans
- Access resources from statutory and voluntary agencies for, and advocating on behalf of, service users
- Develop service users' skills for independent living and successful tenancy sustainment
- Provide information to and consult with service users about services provided and actively encourage participation
- Work closely with the business support team to ensure all relevant information is available and shared appropriately

We are looking for someone who:

- Understands, and is sensitive to, the needs of vulnerable service users living in an ethnically diverse community;
- 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 EPIC Trust's key policies (e.g. Health and Safety, Confidentiality, Diversity and Equal Opportunities, Adult Protection).

Hours & Expenses:

Typically a volunteer might work 2 to 3 days per week. There is, however, flexibility and time commitment can be negotiated to suit. We 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.