



VOLUNTEER SERVICE

SUPPORT VOLUNTEER (TENANCY SUSTAINMENT)

Service: EPIC Trust Tenancy Sustainment service.

Summary: This volunteer role is based in Islington and involves supporting service users with general needs to sustain their tenancies in various boroughs throughout London.

The team also provides practical and emotional support to service users with mental health difficulties living in Circle Anglia accommodation across the boroughs of Camden, Islington and Hackney.

EPIC Trust strives to empower service users to develop independent living skills which will support them to sustain their tenancies and lead fulfilling lives.

Location: This team's office is based in Islington but the role may involve outreach work in Camden, Hackney and various other boroughs throughout London.

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

- Supporting service users with housing issues e.g rent arrears, nuisance issues, anti-social behaviour etc.
- Supporting service users to access relevant healthcare support and doing referrals where necessary and supporting their general wellbeing.
- Supporting service users to develop independent living skills and to maintain their tenancies e.g. supporting them to complete benefits application forms, encouraging them to maintain their flats in good condition, supporting with budgeting and managing their finances etc.
- Supporting service users to access education, training, and employment which will help them to develop greater independence and skills.

We are looking for someone who:

- Understands the needs of vulnerable service users living in the community.
- Can work as part of a team and independently on own initiative.
- Follows good practice in working in an anti-discriminatory manner.
- Communicates clearly and effectively.
- Can work within EPIC Trust's policies.

Hours & Expenses:

Typically, a volunteer might work 1-3 days a week with a minimum commitment of 4 months. There is, however, flexibility and time commitment can be negotiated to suit the needs of service users and the volunteer. 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. Supervision and high quality training are also provided.