

Simon Community

Full-time Volunteer Role Description

The Simon Community

The Simon Community provides a range of services to homeless people, including shared supported housing in two properties in Kentish Town, extensive outreach with street homeless people (tea runs, soup runs, street cafes, clothes distribution and street work), hospitality for homeless people at our House in Kentish Town and support to people in the wider community who have experienced homelessness and/or are experiencing difficulty maintaining their tenancies.

Purpose of the Role

The Full-time Volunteer role is to work as part of the team with other volunteers (both full and part time), staff and residents to ensure that all services are delivered effectively, within the Simon Community ethos and in line with the values and policies of the Simon Community. Full-time volunteers live in the shared houses, sharing a bedroom with other full-time volunteers.

Main tasks and responsibilities

Supporting residents

A key element of the full-time volunteer role is to provide support to residents in Simon houses, working with them to identify their needs and providing assistance to them to meet those needs, which may include managing their health, developing their skills for independent living, managing their money and participating in social activities. This may involve working in partnership with specialist organisations and/or referring to other services as necessary.

Delivering services

Each week a rota is prepared and full-time volunteers are expected to fill their place on the rota, as part of a mini-team to deliver the services; this may involve food preparation, clearing up, cleaning, shopping, group-work, spending social time with residents, developing the houses as comfortable, homely places, delivering outreach services (soup run, tea run, Street Café, street work) or visiting people in their homes.

Currently, three times a week, our House in Kentish Town is open for homeless people, offering companionship, use of laundry and shower facilities, a hot meal, use of computers, and a refuge from the street. Full-time volunteers role during hospitality is to ensure smooth running and to provide a listening ear and support for homeless people as required.

Supporting homeless people

The Simon Community aims to establish positive, respectful relationships with all homeless people, so that, if a homeless person needs advice and/or support, they will feel able to approach the Community; thus it is essential that all outreach services are

delivered in line with the Simon Community ethos and further our objectives of building respectful relationships. Simon Community provides information on specialist service providers and you will learn how to access and use these agencies.

Support to people in the Community

In addition to services within our Houses and outreach, Simon provides support to people who are part of our Simon “family” and/or who may have difficulty maintaining their tenancies; so in some cases these are ex-residents of Simon houses. You will visit people in their homes, providing practical support and companionship as necessary.

Group work

Within the houses, the Community uses group-work to enable people to work together to learn/re-learn the emotional and practical skills for living. The Community works through a series of meetings, including Breakfast Meetings, House Meetings and Community Meetings; you are expected to actively participate in these meetings and to enable residents to actively participate. These meetings are the essential forums for reviewing activities and for planning for the future and you are expected to actively contribute your views and use your skills constructively to facilitate learning and change.

Team work and learning

All full-time volunteers are part of a team which includes part time volunteers and residents as well as paid staff. There is a weekly Team Meeting for all full-time volunteers and paid staff which you are expected to attend and actively participate in; any training you need to enable you to fulfil your role will be provided by the Community. You are responsible for keeping up-to-date with relevant policy, information and legislation. One-to-one support is provided by the Team Leader and/or the Community Manager.

Access

Neither of our premises in Kentish Town is accessible to wheelchair users (both have steps up/down from the street to gain access); if you have mobility difficulties please contact us to discuss your needs.

June 2010

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Full-time Volunteer skills, abilities and knowledge required

1. The ability to listen and to understand people who often have difficulty in communicating
2. An open non-judgmental approach to people and their situations
3. Skills to empathise with people
4. Ability to make decisions and to take initiative
5. Ability to build and maintain safe relationships with people whose behaviour can be challenging
6. Flexibility and the ability to work as a part of a team
7. Belief in the potential in everyone
8. A willingness to learn from others
9. Ability to speak and write clearly in English.
10. Ability to use the computer for word processing, email and the internet
11. Willingness to work within the Simon Community ethos, philosophy and practice and equalities policy
12. Aged 19 or over.
13. Ability to Drive with a clean UK license and willingness to drive the minibus is desirable
14. Patience, humility and a sense of humour are unquantifiable but great assets