

Role profile: Volunteer Co-ordinator (volunteer)

About the role:

As our Volunteer Co-ordinator, you are a vital link when people interact with our charity. You are key to our success and a guardian of our good reputation.

Once you join our team, you'll be helping us to co-ordinate the volunteers that enable us to deliver many of our services. This includes mentors, befrienders and those helping at our weekly drop-in. In doing so, you will play a vital role in ensuring we have the right people in place at the right time - and that RESTART is supporting those volunteers in those roles.

There will be some key administrative tasks that will underpin smooth and professional operations at RESTART, helping the charity to achieve its goals and, therefore, enabling our guests (the name we use for our homeless clients) to reach theirs too.

What you'll get out of it

You'll broaden your horizons and interact with new people from a wide range of backgrounds. You'll develop new skills and use your existing talents while gaining experience volunteering in a charity. You'll have the satisfaction of knowing you make a difference to people affected by homelessness. You'll join an enthusiastic team of people, and make new friends.

Ideally, you'll need to be:

- Outgoing, friendly and non-judgemental
- Reliable and good at organising yourself and your tasks proactively
- Able to use your own initiative but ask for help when you need
- Good at interacting with people verbally and in writing
- Flexible, adaptable and resourceful so people feel they are in good hands
- Computer literate and comfortable with the main Microsoft Office tools, emails etc
- Able to handle sensitive information appropriately
- Committed to equality, diversity and inclusion.

What you'll do

- You'll undertake administrative tasks to support delivery of the charity's work with volunteers
- You'll handle outgoing correspondence such as communication with volunteers, partners, supporters, funders, guests, suppliers and others
- You'll proactively respond to some enquiries that come in via email and post and, if needs be, route them to the right person in the charity
- You'll provide support to members of the team to help them deliver specific projects

- You'll respond to enquiries promptly, in a respectful and helpful way so people have a positive experience.

Time and commitment

We estimate this will take anything from 4 to 14 hours a week: we can decide together how you allocate your time and this can be done from our office or remotely, or a blend of both.

What support you'll get from us:

- We'll help you increase your understanding of homelessness and related issues, so you are confident supporting our members/ guests
- We'll give you access to, and training about, the IT systems you will need to use. You will be given access to a computer and the internet
- Our induction will explain how we operate and explain our guidelines
- We'll provide you with a clear brief for each activity or project
- We'll keep you up to date with our activities via email as well as with informal volunteer get-togethers
- We'll introduce you to key volunteers and contacts
- We'll reimburse out of pocket expenses in line with our policy.

Who can apply to volunteer?

- You'll be at least 18 years old
- We will ask for references
- We welcome interest from people with lived experience of homelessness and related issues
- We expect volunteers to comply with our policies including health and safety, data protection and code of conduct at all times.

More about Restart Lives:

RESTART Lives is a homelessness charity, based in London, supporting homeless people (our guests) to break the cycle of homelessness and move towards independent living, feeling more empowered, confident and resilient.

Our aim is to support rough sleepers and vulnerable housed adults to overcome the challenges of life on the streets by assisting them to secure accommodation, find employment/income, improve social relationships, mental health and well-being.

Many of our guests have come from, or are currently living in, vulnerable situations (including sleeping on the street or in temporary accommodation).

The key principles underpinning our work include:

- any effective response to homelessness must tackle root causes by seeking to address mental health issues and promote positive wellbeing;
- the provision of food and temporary shelter are important starting points in meeting basic needs but alone will not create transformational change;
- for many people who are homeless, long-term, sustainable employment is essential if they are to lead fulfilling, independent lives;
- we work collaboratively and strategically with other organisations in order to deliver effective impact and dynamic change.

How to apply

Ideally, please email us with no more than 1 side of A4 about why you are applying for this role. You are welcome to include a CV too if you wish.

Email us at email@restartlives.org or call 07828 883 771.

If you have any questions about the role, you can arrange to speak to one of our staff confidentially. ***Please note, this is an unpaid volunteering role with the charity.***

You are welcome to hand us a copy of your application at our drop-in on Friday evening if you prefer (St Columba's Church, Pont Street, Knightsbridge, London), or if you have difficulty accessing the internet or a computer, please let one of our staff or volunteers know and we can talk to you about applying.

22 March 2021

Nicola Miller

Chief Executive