



Volunteer Role Description: Housing Team Drop-In

Background

The ASSIST Accommodation Assessment Team works alongside our Help desk team who provide much needed front line support at the City of Sanctuary Drop in service, and provide assessments for ASSIST clients.

We are looking for volunteers who are able to commit to 4 hours per week on Wednesday afternoons at Victoria Hall. The scope and purpose of this role is to assist in the delivery of robust and trauma informed assessments for clients wishing to gain access to our housing services.

We are actively recruiting a diverse team of volunteers, from a broad range of backgrounds and life experiences. People of Colour or with lived experience of migration are particularly encouraged to apply.

Role Purpose

- To assist in the completion of housing assessments in a trauma informed manner
- To help identify the welfare needs of clients attending assessments and possible safeguarding concerns
- To assess which stage of the ASSIST Support Process clients are in (Stabilise, Future Planning, Moving On)
- To work in collaboration with the Housing/Client Support Manager(s) as we test, trial and develop new ways of providing accommodation based on client feedback

Tasks

- To assist the accommodation coordinator in completing housing assessments at the City of Sanctuary Wednesday drop in.
- To be proactive in connecting clients into other organisations that attend the drop in service
- To help complete related admin as part of the assessment process
- To maintain rigorous records on our database
- To assist in the decision making process of taking on clients for accommodation
- To make recommendations on our waiting list order based on assessments
- To be a part of the Help Desk Team and to assist where and when needed accordingly.

Skills/Experience you need

- Ability to use and maintain accurate records on a database

- Ability to maintain a professional boundary, whilst offering meaningful support
- Self awareness and confidence in one-to-one interview situations
- An understanding of, and willingness to work with, diversity and cultural difference
- Ability to work on your own and as part of a team, participating in the decision making process and functioning within the team's decisions
- Previous assessment or similar experience is an advantage
- Ability to speak a community language is an advantage
- The awareness of trauma informed working and related issues such as vicarious trauma

Skills/Experience you may gain from the role

- Working in a dynamic and supportive team environment
- Contemporary experience of assessment, relevant to a range of careers in the refugee and advocacy sectors
- Peer learning and skills exchange via regular team meetings
- Understanding of local migrant support organisations and services
- On-going training relevant to the role, such as trauma informed practice

Compulsory Training Requirement

- Safeguarding
- Confidentiality and GDPR
- ASSIST casework training
- Use of CIVI database
- Trauma informed working

Time commitment:

- One half day a week on a Wednesday
- 9 month minimum time commitment.
- Occasional additional training


Location: ASSIST Offices at Victoria Hall Methodist Church, Norfolk St, Sheffield S1 2JB


Resources: We cover travel expenses and other ad-hoc essential costs related to your volunteer role.

ASSIST team: This role is part of the Housing Team service, managed by the Housing Manager.

Any Questions?

If you would like a chat about our roles or have questions, contact Leah, our Volunteer and Community Outreach Coordinator:

 07422655683

 volunteer@assistsheffield.org.uk

To apply, head to our website:

<https://www.assistsheffield.org.uk/content/volunteer-us>