



Volunteer Role Description: House Visitor

Background

As part of a small team of two or three volunteers, you will ensure that residents in one of the ASSIST houses continue to live together in a safe and secure way, and that the property is used appropriately. In doing so, you will contribute to ASSIST clients enjoying the stability of having long-term accommodation while they seek to address the root causes of their asylum situation and destitution.

Tasks

- Carrying out regular visits and house meetings at one of ASSIST's shared houses and maintaining an ongoing working relationship with the residents
- Hold individual meetings with residents where appropriate or necessary
- Reporting to the Accommodation Worker any issues that have been identified during house visits or by residents
- Acting as first point of contact for residents to report issues
- Helping residents to make practical arrangements for living together
- Moving new residents in and out of accommodation and briefing them on the safe use of the property
- Providing cleaning materials and other household essentials for the residents (expenses will be reimbursed)
- Reporting on issues identified during house visit to the accommodation worker
- Taking part in regular meetings of the housing team
- Liaising with other ASSIST teams to ensure clients receive best possible service and support
- Maintaining electronic records on ASSIST database

Skills/Experience you need

- Willingness to work with diversity and cultural difference
- A non-judgemental attitude
- Good spoken English and at least basic written English
- An approachable manner and good listening skills
- Ability to respond sensitively to clients
- Being reliable, ability to take initiative and prioritise

- Problem-solving skills and 'can-do' attitude
- Competent with IT and willingness to learn new systems. Access to a computer with internet facility
- Ability to work on your own, in a pair, and in a team
- A second language is an advantage, but not essential
- Practical DIY skills would also be an advantage, but not essential

If you have lived experience of racism, the asylum system or migration, and do not meet all of these criteria, we encourage you to apply. We can support and train you during the role to gain the necessary skills.

What you can gain from the role

- Manage interpersonal conflict (with support)
- Housing management skills
- How the UK asylum system works
- IT based record keeping
- Supporting people who experience stress and trauma
- Organisations and other resources that are supporting vulnerable people in Sheffield

Essential Training Provided

- Introduction to ASSIST and the Asylum Process
- Safeguarding and Boundaries
- Confidentiality and Data Protection

Time commitment:

- Around 8 hours per month (for one or two house visits, one monthly meeting and to maintain electronic records and respond to emails).

There is a considerable amount to learn when taking on the house visitor team volunteer role, and it is expected that new volunteers would give at least a 6 month continuous commitment, to start with.

Volunteering days / time:

- Flexible. Most tasks can be carried out in the volunteer's own time
- Monthly meetings for the housing team take place on the second Monday of each month 7-9pm.

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

Locations: Victoria Hall Methodist Church, Firth Park, Gleadless, Burngreave

ASSIST team: This role is part of the Accommodation team, managed by the Accommodation 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

Please note that we usually assign volunteers to visit houses occupied by clients of the same gender. Furthermore, this role requires a DBS check (Disclosure, Barring and Safeguarding).

To apply, head to our website:

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