

## Brief Intervention Volunteer

**Can you spare few hours per week to support people maintain their tenancy and keep a roof over their head?**

**We are looking for volunteers to work alongside Connection Support's Housing Support Service which helps people manage their finances so they can remain independent.**

### Summary of Volunteer Role

We receive a high number of referrals from people in different levels of need with regards to housing. We are looking for help from volunteers who can provide useful information to people over the phone in cases where full service is not considered necessary.

The Brief Intervention Volunteer will call clients and signpost to alternative services based on housing and benefits status. They will use a list of organisations, websites services and resources which will be provided. They will keep records of the support and information provided, and feed this back to Housing Support Service Managers.

### Skills Required

- Enthusiasm and commitment to Connection Support's values and objectives
- Ability to operate within Connection Support's policies
- Good communication skills and active listening ability
- Able to work on own initiative
- Enthusiastic and motivating
- Reliable and able to make regular appointments
- Non-judgemental approach
- A DBS check will be required for the role

### Expected Hours

We would ask volunteers to spend a minimum of the equivalent of one working day (7.5 hours) per week supporting our clients. We can be entirely flexible around hours.

### Location

We are looking for volunteers who can support clients in Oxford City and Witney/West Oxfordshire. As this role involves mainly communicating with people over the phone, it is possible to carry this out remotely, or from our offices in Barns Road, Oxford, or Witney. Phones will be provided for all volunteers.

## Training Offered

Online safeguarding vulnerable adults and children training will be offered as well as relevant in-house training opportunities throughout the year. Volunteer will receive ongoing support from a Volunteer Supervisor.

## How to Apply

Please show your initial interest by completing our [volunteer contact form](#). Our Volunteer Co-ordinator will then call you to discuss the role so please be sure to include a mobile. At this point there is no commitment you are just expressing interest to find out more about the role.

## What is the Process?

You will have access to our Volunteer manual with key policies and other detailed policies as relevant. Each volunteer will have access to our “Hive” intranet which is used to communicate with you and so you can receive organisation-wide news. You are an important part of our team.

### FAQs

We’ve compiled the following answers to what we think will be questions that may pop into your head. Please do ask your Volunteer Co-ordinator anything that you’d like to know before progressing with your application to volunteer.

#### “Will I meet other volunteers?”

Yes. We have regular social and training events throughout the year, although these are currently being delivered virtually.

#### “What sort of further training can I access”

There will be opportunities throughout the year to attend various workshops and training sessions.

#### “Will this volunteer role help me to access work?”

Hands on experience is always valuable when applying for a new role. We are always happy to give our volunteers a reference if they are applying for a new job. The skills and experience you gain with us can be useful in a variety of careers. If there is a specific job role or career you are working towards it is best to discuss this when you speak to our volunteer co-ordinator/supervisors, to enable you to get everything you hope to from volunteering with us.