**Community Focus Volunteer**

Area: Based at the Hub Burnley

**Get involved and make a real impact to your local community**. Would you like to support your community to be able to overcome the obstacles preventing them to live a better life. Our focus is to support people to understand services available to them and to support people live happily and as independently as possible.

Many of our community have barriers in relation to issues regarding health, social care, social isolation, benefits, finances, housing, employment, and training.

Our Community Focus Team aim to support people to live the life they want to live.

**You could be part of a community focus advocacy team that offers:**

* Build trust with the community and identify people who find it hard to get the help they need.
* Make sure people are heard and part of decisions about their own lives.
* Help people go to meetings or appointments like with doctors, hospitals, job centers, schools, and housing groups.
* Go along with our trained advocates on visits and appointments.
* Assist with our community events and let people know about our services.
* Help those who need services and tell them about their rights to get help.
* Aid people in making complaints if they had a bad experience with a service.
* Use laptops to help people find the right services they need.

**Who are we looking for?**

* People who live in the community and passionate about making a difference
* Seeking dependable and empathetic individuals to join our volunteer team.
* Prior advocacy expertise is not required.
* Emphasis on qualities like understanding and compassion over formal qualifications.
* Welcoming individuals from diverse backgrounds and age groups

**All we ask is that you are keen and able to:**

* Fill out and turn in the required paperwork and forms
* Stay updated on relevant laws and regulations
* Attend quarterly check-ins and meetings with your volunteer manager
* Take part in both internal and external training sessions as needed
* Be tech-savvy; access emails and Microsoft Teams on your device
* Follow our volunteer rules and guidelines
* Keep information confidential
* Dedicate 3-4 hours weekly for at least 6 months
* Collaborate effectively within a team setting

**What you will receive in return:**

* Training opportunities
* Grow your skills and get more experience
* Support and encouragement from the community advocacy team
* Out of pocket expenses
* Testimonials or a reference to support your career progression
* And most of all … a rewarding experience

**OUR VALUES**

**Quality:** We deliver high **quality** advocacy - we have over 20 years' experience of providing expert, person-led advocacy.

**People:** We put **people** at the heart of everything we do and want to enable them to make positive change in their lives.

**Respectful:** We are a **respectful** team - we treat everyone equally and make sure everyone feels valued, respected and listened to.

**Trust:** You can **trust** us and know that we will keep your information confidential and safe.

**Independent:** We are **independent** of councils and health services and we are on your side.

**Learning:**  We never stop **learning** - we learn from the people we support, our partners and each other.