

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 aims to support people to live the life they want to live.

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

- Builds trust with the community and identifies people who find it hard to get the help they need.
- Makes sure people are heard and are part of decisions about their own lives.
- Helps people go to meetings or appointments like with doctors, hospitals, job centers, schools, and housing groups.
- Accompanies our Advocates on visits and appointments.
- Assists with our community events and lets people know about our services.
- Helps those who need services, telling them about their rights and supporting them to get help.
- Aids people in making complaints if they had a bad experience with a service.
- Uses laptops to help people find the right services they need and complete tasks such as updating CVs and completing forms.

Who are we looking for?

- People who live in the community and are passionate about making a difference
- Dependable and empathetic individuals with good communication skills
- Emphasis on qualities like understanding and compassion over formal qualifications.
- Welcoming individuals from diverse backgrounds and age groups

Prior advocacy experience is not required, but we ask is that our volunteers are able to:

- Complete and submit relevant paperwork and forms
- Stay updated on relevant laws and regulations (training and info will be provided)
- Attend quarterly supervisions and volunteer meetings
- Attend/complete necessary internal and external training (this will be sourced and provided by Advocacy Focus)
- Adhere to our volunteer policies and procedures
- Maintain strict confidentiality

- Be computer literate and have access emails and Microsoft Teams on your device
- Dedicate 3-4 hours weekly for at least 6 months
- Collaborate effectively within a team setting
- Travel to our Hub in Burnley Town Centre using public transport or your own vehicle, for which you should have a full UK driving license.

What you will receive in return:

- Training opportunities and ongoing access to our internal training platform, which contains all of the training provided to our staff team.
- An opportunity to develop your skills, confidence and experience
- Support, supervision and encouragement from the Community Advocacy and Management 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.